Disability Description: Caller has an insulin pump and uses a service animal.

Response Details: Advised Caller:

I will forward a copy of your complaint the CSM. If you would like to file an official complain in writing I will send you an email with instructions to do so.

Sent Email.

4/15/2014 5:56:16 PM

Incident Details: Caller called TSA Cares and was told to ask for a PSS on the flight today. Caller almost missed her flight and felt the officers failed to accommodate for her disability. Caller uses an insulin pump and has a service animal. Caller was passed along from TSO to TSO and no one help. Every agent did not help and directed her towards another line. Caller asked for a supervisor and never received a supervisor. The TSO that completed the patdown was petting on the service animal. Caller stated it was not conducted in a professional manner and cause her to almost miss the flight. Caller could not get names of the officers.

Date and Time: 4-15-14 5:10AM
Airport: OAK
Airline: Southwest
Flight#: 4831

TSO that conducted the patdown was an older lady with salt and pepper hair in a pony tail.

Location: Southwest terminal.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: A
Email Address: A
Phone Number: A
Address: A

4/16/2014 8:24:09 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? yes
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Seattle-Tacoma International Airport

What was the date and approximate time of the incident?

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

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Remote Client IP: (b)(6)
Date Time: 4/16/2014 11:41:12 AM

4/16/2014 12:10:57 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):Flight number US 679
US Airways
Terminal 8
JFK
Comments:Last name of TSA officer is (b)(6) (female)
I am an experienced flyer and for the first time in my life I felt harassed, bullied and discrimsted against by this TSA officer. I had a pat down and she purposely delayed the procedure so I would miss my flight. I beeped through security and usually this is a polite and timely procedure. Not only did it take 15/20 minutes to find an officer but then after my bag passed through security she took every article out to scan. She went through my date book, check book, my wallet and eye glass cases, and unzipped all small personal cases in my bag. She scanned the bottom of my babies' shoes and even did a pat down of my child's doll. The woman in charge took my license and boarding pass and made copies of this. I did not see her to this to any other passenger. When I said I never saw this before at any airport she said all other procedures were wrong and hers was correct. I was traveling with 3 small children. She was not only harassing me but rude, obnoxious and smug. She clearly enjoyed it and so did the other officers around her. They were also very rude around her making me also feel bullied by the group.
Good morning. While flying through BWI and entering the checkpoint at approx 10:00 am this morning on 4/16/14 TSA Agent (b)(6) gave me a pat down when I opted out. I fly 2-3 times a week and choose to opt out each time, so this is a frequent experience. However (b)(6) was far more probing and groping than I ever experience. She groped by back, side breasts and armpits with her fingers, spending an lot of time, a lot of pressure and her finger tips feeling and lingering until I said something. I am not really bothered by pat downs, but (b)(6) pat down was inappropriate and violating and made me feel very uncomfortable.

4/16/2014 12:11:38 PM

Please feel free to contact me for additional information. (b)(6)

(b)(6)

Sent from my iPad

Good morning. While flying through BWI and entering the checkpoint at approx 10:00 am this morning on 4/16/14 TSA Agent (b)(6) gave me a pat down when I opted out. I fly 2-3 times a week and choose to opt out each time, so this is a frequent experience. However, (b)(6) was far more probing and groping than I ever experience. She groped by back, side breasts and armpits with her fingers, spending an lot of time, a lot of pressure and her finger tips feeling and lingering until I said something. I am not really bothered by pat downs, but (b)(6) pat down was inappropriate and violating and made me feel very uncomfortable.

4/16/2014 12:11:38 PM

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(b)(6)

Sent from my iPad

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4/16/2014 12:11:38 PM

Please feel free to contact me for additional information. (b)(6)

(b)(6)

Sent from my iPad

The caller normally travels with his service dog (white German Shepherd) and was upset with how he was treated at the checkpoint. He arrived to the airport two hours prior to his flight. It took a while to get through curbside check in due to a delay with a passenger in front of him. He indicated that he arrived to the checkpoint at least 20 minutes prior to his boarding time. He opts out of AIT and WTMD due to metal implants (two full hip replacements) and requests a patdown. He advised a white female TSO (medium build, 5 5 , brown hair) that his flight would be departing soon and that he was delayed during curbside check in. She advised that he needed to get in line and wait with other passengers. He had to run to make his flight, which he should not be doing in regard to the hip replacement. He was the last person to board the flight.

This occurred on 4 6 at DEN. He was traveling with Delta flight DL98 departing at 11:45am from the Delta Terminal 4. He was at the checkpoint on the left.

He feels that he could have been and should have been referred to expedited screening or something should have been done to expedite his screening. He is normally pushed through screening due to his disability.

He lives in the Detroit area.

He asked what he needs to do to qualify for Precheck and for the protocol in regard to these type of situations. He asked if the Precheck lines are generally shorter.

He asked if the enrollment center in Detroit was at DTW.

4/16/2014 3:39:16 PM

I asked the caller-If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that he would like the complaint to be handled as one in regard to poor customer service.

I advised that I would refer the information to the CSM at DEN to make them aware as they would have the means to look into and address the situation. The CSM should also be able to address his inquiry in regard to TSA s protocol in regard to passengers who arrive to the checkpoint very close to their boarding departure time.

I apologized in regard to the situation.

I advised that he can apply with TSA for the Precheck benefit by pre enrolling at tsa.gov where he will provide biographic information and make an appointment to visit an enrollment center. At the enrollment center, he will provide fingerprints, ID, citizenship documentation, and pay the $85 fee. The Precheck lines may be shorter depending on the number of participants. I advised that he would still need to opt for a patdown, which may void the Precheck benefit.

The enrollment center is at DTW.

4/16/2014 4:15:34 PM

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 4/16/2014 3:09:03 PM Airport : MDW - Chicago Midway Date/Time of Travel : 03/29/2014 12:50 PM Airline & Flight Number : Southwest Flt 781 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : Due to medical implanted devices I cannot not go through security machine screening, therefore, requiring a pat-down. I have had this done numerous times and have never experienced a pat-down by a TSA agent as I did on March 29, 2014. Around 12:00 pm I was at security. The TSA agent, an African American female with long black hair pulled in a ponytail performed a VERY inappropriate pat-down to me. I do not know her name unfortunately. She had asked me if I wanted a private screening, I said no. Before starting she asked me again if I wanted a private, again, I said no. She was quite rough causing me to falter in my balance a few times. She went around my waistband placing her hands further down the back of my pants touching top of my buttocks. When going up my legs I became unbalanced and she asked me to put my hands on her shoulders. She then proceeded to shove her hand roughly in the center of my vaginal area raising me off the ground and I gasped and said "oh my goodness!" because she touched me inappropriately and hard. She replied, I asked you if you wanted a private. My friend was traveling with me and was shocked and embarrassed for me by the TSA agent's actions as well. I feel molested and totally violated by your TSA agent and believe she should be released from this position ensuring she will not do this to another woman, especially a child. I called TSA customer service telling them of the incident and thought I would get a call back to investigate further. I ask for a reply to this complaint and assurance that this is being taken seriously. If I do not hear from you that you are taking action, I am so committed to this not happening to another woman or adolescent that I am willing to seek legal counsel.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 16, 2014 4:56 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 4 16 2014 4:55:46 PM

4/16/2014 6:07:41 PM

Attachment
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Atlanta
State:

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 16, 2014 5:56 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 4 16 2014 5:55:52 PM

Attachment

4/16/2014 6:07:43 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Haiku
The caller went through TSA and received a patdown. The caller stated that he thought that the agent was rather rough with him. The caller stated that he usually gets Precheck, but did not this flight so he opted out for a patdown due to not wanting to go through AIT. The caller stated that he asked for a complaint form from a TSO Supervisor and then was required to give his ID and boarding pass for the TSO make a copy of it. The caller wanted to know if this was as standard policy. The caller stated that online he can complain with out giving his information and wanted to know why it was different in person. The caller stated that he did not feel comfortable giving a complete stranger his ID and boarding pass. The caller stated that he wanted someone to contact him back concerning this issue.

4/17/2014 11:07:38 AM

The caller did not want to provide information about where this took place and other information needed to be able and send the complaint to the CSM. The caller stated that he would just call the CSM his self.

The caller was advised that we do not have any specific information stating that it is typical protocol to ask for ID and boarding pass upon the request of a complaint form.

The caller was advised that I could collect information about his flight and where it took place to forward this to the CSM to make them aware of this issue. The caller declined.

The caller was advised that I could note that he would like a call back and forward it to the CSM if he would provide the flight information. The caller declined.
My concern is that there is misinformation concerning some medical devices, specifically insulin pumps, which is causing TSA security agents to yell at travelers with insulin pumps and insist that it is ok for these devices to go through full body scan imaging when that is not true. People on these devices, including my son, are told by the pump manufacturers not to take the pumps through the scanning device because it can harm the pumps and void the warranty. Type 1 diabetics (and probably many type 2) depend on these insulin pumps to stay alive.

As I tried to explain to the TSA Cares Representative, to no avail, I understand that the necessary security measures have to be taken. I do not understand why TSA agents cannot be given correct information about the pumps and other medical devices affected so that they stop insisting that it is ok for pumps to go through the scan. I have a family of four. One of my children is on the pump. We get yelled at almost every time we fly through Atlanta by TSA agents. I understand that it is slower to have the pat down and the pump checked by hand but we don't have any other options. Why yell at us about it? I have called the pump manufacturer about this more than once and am told that it happens to "everyone".

4/17/2014 12:35:43 PM

The TSA Cares Representative told me she could do nothing outside of suggesting we ask for a supervisor or patient support representative at the security checkpoint (which we do along with having letters from the endocrinologist and pump manufacturer).

Every organization, no matter how large, has some means of disseminating information to its employees. Why can't the correct information about these devices be passed on to security agents so that TSA can come closer to its stated goal... "Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy they deserve."

Thank you for your service to our country.
(b)(6)

-----Original Message-----
From: CRL
Sent: Thursday, April 17, 2014 10:10 AM
To: TCC-Referrals
Cc: (b)(6)
Subject: FW: (Complaint) TSA Contact Us: Complaints

Dear TCC,

We are referring this complaint back to you for appropriate handling. While the complainant used the word 'discriminated,' they did not provide a reason from the list of possibilities (race, religion, national origin, sex, sexual orientation, gender identity, disability). Therefore this is primarily a complaint about rude treatment during additional screening. Her additional screening sounds like selectee screening, which travelers are sometimes selected for randomly.

4/17/2014 12:37:23 PM

Thanks very much,
Harleen

Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----
From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Wednesday, April 16, 2014 2:11 PM
To: CRL
Subject: (Complaint) TSA Contact Us: Complaints

The customers information has been attached to this email.

Caller stated she opted in for a private patdown at LGA and the officers there were very rude and they took her to a storage room for the screening. Caller stated the storage room was very dirty and that they should not use it for a private screening room. Caller then stated she requested to speak with a supervisor and when he come he was really rude and would not write his name down for her and made her do it.

Advised Caller:

4/17/2014 2:50:09 PM

I apologize that this has happened and I will send your Complaint to the CSM for further investigation.

Date:4-17-14
Time: 6:02 am
Terminal: US Airways Terminal
Gate: 38
Airline: US Airways
Supervisors name: (b)(6) ID number (b)(6)
TSO name: Female named (b)(6)
Caller paid $100 for GE and $85 for TSA precheck and she has been using it but she has metal implants and there is always an alarm or anomalies shown and she still has to have a patdown to complete her screening and when it alarms they then make her remove her shoes, belt, jacket, and everything. Caller is wanting a card to use so she will not have to do this every time. Caller wanted to know if she wasted her money for precheck.

4/17/2014 3:32:12 PM

Advised caller:
Even though you have precheck that will not prevent you from getting secondary screening. If there is an alarm or anomalies then they would still have to do a patdown to complete the screening. There is not a card or anything that we can provide to you to prevent this from happening. Advised caller that statement is her option.

Dear Sir/Madam:
The TSA PRE program does not seem to work as suggested on your web site.

Yesterday afternoon I went through the PRE line at LAX.
At the point of ID inspection, the TSA person told me that if I had a Pace Maker, I had two choices.

Go through the PRE metal detector and be given a pat-down.
Go to the back of a long line for the image scanner.

I chose the pat-down.

Contrary to the information given on the PRE site:
I had to remove my shoes.
I had to remove my light jacket.
I had to remove my belt.

4/17/2014
4:18:13
PM

This process seems to defeat the purpose of TSA-PRE.

Best regards,
(b)(6)
(b)(6)
Kerrville TX 78028
(b)(6)
HYPERLINK(b)(6)

I travelled yesterday (Wednesday 16 April 2014) from Spokane, WA (GEG) to Seattle, WA (SEA) and back again today flying Alaska/Horizon. I am on crutches; my surgeon has instructed me to place no weight on my right leg. Upon presenting myself to the security checkpoint at Spokane the TSA agents acted as if they'd never dealt with a person on crutches. They asked me to send the crutches through the x-ray machine (fine) but then asked me to proceed unassisted through the scanner. When I explained my predicament, they offered no alternatives other than to use my crutches through the scanner and then be subjected to a full-body pat-down. They treated me with derision and scorn, as if it were my fault I was going through this very difficult time in my life. The agent insisted I take shoes, belt, everything off even though I'm a TSA pre-check flyer. I was subject to the painful (having to stand on one leg the whole time) and humiliating full-body pat-down. Then, going through security checkpoint in Seattle this afternoon I had the opposite experience. The agents were friendly, helpful, and treated me with dignity and respect. They had two wooden canes available that I was able to use to go through the scanner. They had me stand right next to the scanner while another agent gathered my crutches for me. I did not have to take off my shoes or belt, and the whole experience was as normal as if I weren't in crutches.

Which really drives home the point that I was treated poorly in Spokane merely as a result of my disability. I believe the Americans with Disabilities Act strictly forbids the very type of treatment to which I was subject in Spokane.

I wish to hear that improvements to the process in Spokane will be made immediately.

Sincerely,

4/17/2014 8:11:39 PM (b)(6)

(b)(6)

Confidentiality Statement: The contents of this email and any attachments are confidential. They are intended for the named recipients only. If you have received this email in error, please notify the system manager or the sender immediately and do not disclose or provide copies of the contents to anyone.

(b)(6)

It seems that I wasn't CCed or kept in the loop as requested in our correspondence on April 10th. Apparently, the investigation was promptly closed and an email was sent to solely to my mother, despite the correspondence with me less than 24 hours before. I understand that as the Customer Support/Quality Improvement Manager, you probably get a multitude of emails and complaints that resemble ours closely. However, as Customer Support/Quality Improvement Manager, it is your duty to be objective and look at each complaint with the same integrity. I would like get more details on your investigation and frankly expect more professionalism from the point of contact for TSA complaints. A canned email that simply states that the investigation was conducted and is under normal procedure less than 24 hours after a follow up email that was prompted by no response within a period of two weeks does not sit well with my mother. I have a great deal of respect and admiration for TSA's mission statement and service to our country, much more admiration than I have for the local sub shop. However, the local sub shop point of contact would probably explain why the serious matter falls under their company procedures, shares the specific procedures with the customer for better understanding, engages them in a way where they feel that they were not harassed, and diffuses a serious matter into a simple misunderstanding of the procedures. I am in no way attempting to aggravate you or be difficult. I expect more professionalism and demand a better explanation from you as a representative of TSA in a management position dealing with customer complaints. Please put yourself in the position of a frequent flyer who feels they were harassed on one occasion. The take away from the previous sentence is she doesn't have a history of complaints. Credibility.

If you don't read anything , read this please. My mother is willing to go the distance in court to get this looked at objectively and thoroughly. I don't think that is necessary if in fact, what happened to her is protocol. An explanation with references documented through an email should be enough for me to explain to her what was done and why it happened that way. Easy resolution without having to further complicate this. I'm as "un-thrilled" as you are to deal with this, difference being that I am not the Customer Support/Quality Improvement Manager of a prestigious entity.

4/18/2014 8:26:02 AM

Lastly, I would like to know how I can go about a review to the investigation that was already conducted. What is the procedure to have this reviewed (An appeal process)? If it falls under procedures, I would like the name of the TSA agent that conducted the pat down, as well as the manager on duty?

Thank you again for your efforts. I apologize if I come off in the wrong way, but this is a serious matter to me.

Referenced email is below.

(b)(6)

I am following up on our conversation of March 12, 2014, and your report of sexual harassment at Southwest Florida International Airport, C Concourse, on March 9, 2014, at approximately 7:30 a.m.

After review of checkpoint video by our Assistant Federal Security for Law Enforcement, subject matter experts, and myself, it appears that your screening was conducted in accordance with Transportation Security Administration procedures.

Caller wants to file a complaint after speaking with Jetblue who told her to contact TSA. She flew on 3-14 from St. Martin, Julianne Airport to SJU to PBI.
She went through security at St. Martin and proceeded to the boarding area, approx. 5 minutes before boarding her name was called along with 3-4 others and they were told, Welcome to the Jetblue Experience and patted her down roughly and opened her luggage. At St. Martin, they took her magazines and opened them page by page and then sent her back to the gate. Caller stated the agent who patted her down was extremely nasty and rough.

Then upon arrival at SJU, she went through CBP and traveled to get to her gate where the travel document checker took her passport and boarding pass. This TSO told the caller that she must be rescreneed. She told him she was just screened at CBP. She asked if she would be required to get another patdown like she did in St. Martin. Caller claims that the TSO she encountered at SJU TSA was very nasty. He was Caucasian, dark hair, 30-40s, slender, medium height, he was located at the podium before security.

Caller claims she was selected for additional screening at both St. Martin and SJU but her husband wasn t so they were split up.
At SJU she went through CBP and then had to go through TSA for the connecting flight. She states she had to go through the same procedure at SJU as she did in St. Martin.
Also, she had forgotten her passport at screening and caller was angry that no one tried to contact her to let her know they had her passport before her flight left.

Caller finally stated that her boarding pass did have a SSSS on it in turquoise writing and thought that may have something to do with the screening.

4/18/2014 11:56:34 AM

Caller arrived in SJU approx. 4:30-5PM, departed from SJU at 6PM on Flight # 2054 to PBI.
She flies approx. 8 times a year and understands the process and wants to assure she won t be flagged because she is voicing a complaint.

Response:
Explained to caller when departing from a foreign airport must comply with the screening procedures for that country, not a TSA issue.

Apologized to caller and explained following:
The "S" notation on your boarding pass.The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.
TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Explained to caller when clearing CBP from an international flight if a connecting flight must go through TSA screening which is normal procedures.
The way the screening is conducted is important. TSOs are trained to ensure that all passengers are treated with dignity and respect.
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.

Explained if additional information is required, may be contacted via email by the CSM.

Caller stated that when going through the checkpoint in DEN his billfold and red Northface jacket were stolen. Since the line that he went through did not have a working AIT, he had to be moved 3 lines over to wait for a patdown procedure due to him having a pacemaker. When they moved him 3 lines over, the TSO left his luggage behind which caused him to be separated from him bag and not able to see this at any time during his screening.

4/18/2014 12:14:34 PM

Departing: DEN
Arriving:ORD
Airline:United
Flight #:1001
Bag Description: Carry on purple ricardo Beverly Hills bag.
Time and Date: 18 April 2014 @ 530-550.
Terminal:Main Terminal

CCR informed him:
This information will be forwarded to the CSM for additional assistance and looking into.
Caller has a Global Entry Card and was told that she could use it for Precheck. Caller flew from LAX to SFO and presented her Global Entry card a the checkpoint and did not receive Precheck. She is needing to know why she is not getting Precheck and is also wanting us to know that having to be screened before she is permitted to fly is ridiculous.

4/18/2014 12:23:58 PM

I advised her that in order to opt in for Precheck she will need to enter her Pass ID number that is located on the back of her Global Entry Card into the KTN field when making her flight reservations and this will opt her in for Precheck. If she gets selected for Precheck she can leave her shoes and light outer wear on she can leave her laptop and toiletry bag in the carry on bag during screening. If selected she will be permitted to go through the WTMD but if an alarm sounds she will have to go through additional screening which would include a patdown.

What if she is pregnant and does not want to go through the screening since she does not want someone in a dark back room looking at her naked.
I advised her that the screening technology is optional for everyone so if she does not want to go through it she can opt out and request a patdown screening instead. The image of the AIT screener is a generic outline of the body. I advised her that she has to go through some type of screening if she wants to fly.

Greetings,

The following is my formal summary of events and complaint against your department's representative. As I understand it, there is video surveillance available to confirm my date, approximate times, and series of events. You will likely be contacted by my legal representation within the next week.

On Thursday April 16, 2014, I (b)(6) was escorting my son (b)(6) (15 years old) to the EWR airport's Gate 20 in order for him to depart on his flight 298 to Chicago on Southwest Airlines. At approximately 7:45p, we entered the checkpoint region where 3 TSA agents were present, though 2 were verifying ticket and ID information. We were aligned to the agent on the far right hand side. The agent to the left, had who I come to learn was STSO (b)(6) was speaking to the other female verifying agent on her right hand side near the passenger exit lane. Once called by the agent responsible for our lane, my son and I approached in order to have our ID's checked. I recognized the other verifying agent to my left and jokingly recalled to her that I remembered her from my last flight out of EWR. I shared with her that she was supposed to be the agent to check my ticket during my last trip, and just as she was about to call me up, they had her switch out to go work the x-ray line. I shared with her that I was so angry because I really wanted her to be the one to check my ticket. She laughed, as well as the agent who was checking my ticket at the time. Agent (b)(6) then proceeded to position himself between the 2 TSA agents and asked me if I personally knew the agent I was engaging with. I told him no. He asked her if she knew me. She replied that she didn't. Agent (b)(6) then proceeded to inform me that the agent has a husband and 2 children at home and that I didn't need to be talking to her. I found his sharing of her personal information to be not only rude, but inappropriate and uncomfortable. I, realizing that he had no intentions of maintaining the jovial mood that had been established, asked him if he was her husband. He replied that he was not and repeated her personal marital and parental status. I asked the agent who was checking my ticket information if they paid agents to be "cock-blockers or haters" when passengers are engaging in pleasant and light-hearted dialogue with TSA agents. He continued to laugh at the rhetorical question that I posed. I directed my question about being a hater to Agent (b)(6) who then told me that I needed to "shut-up." I replied something to the effect of, "I don't think they pay you to tell me to do that. You may want to stay in the lane of your job, especially since no one invited you into the original conversation in the first place."

4/18/2014 12:29:57 PM

My son and I proceeded the x-ray belt area to remove our metals and shoes. Agent (b)(6) was continuing his derogatory comments of me needing to shut up and yelling out what I deemed to be a continuous ranting of unprofessional statements. I attempted to tune him out since I was in the company of my son. I stated very loudly, in an effort to shut down the exchange, that his actions were that of a young man. All the while, I maintained a smile and slight laugh in my delivery as to not create an anxious environment for myself and my son. Agent (b)(6) loudly announced that he is a "45-year old man, I ain't no young man." I replied, "your mentality is that of a 16-year old though." He continued to loudly rant in front of other customers and the 2 TSA agents as my son and I prepared to enter the x-ray area. After our successfully clearing the x-ray area, we continued to move to retrieve our personal items. There were 4 agents on the other side of the full body x-ray machine. We were all light-heartedly conversing about the pat down procedures and need for there to be same sex pat downs of passengers. As I was putting my belt on and my son was putting his shoes on, Agent (b)(6) entered the area where we were from on the other side of the x-ray area. He then loudly announced, "Here goes the molester, here goes the molester. Everybody stop talking to him…he's a molester." He constantly repeated this description of me in front of his colleagues, to me and in front of my son. I was completely embarrassed and felt overly disrespected. I told Agent (b)(6) that he needs to get back to work. I asked him if his continuing down this path was worth his job. I told him that he was forcing me to consider lodging a formal complaint due to him being unprofessional. He continued to call me a molester, to which I responded, "these are the types of comments that come from someone who's broke." He then replied, "I'm a grown man, I ain't broke…yo momma is broke." I being utterly offended at that time, called him dirty and broke and tried to hurriedly escort my son to his gate before he could become more belligerent and disrespectful to me and to my son. Upon dropping my son off at gate A15, I returned to the entry way of the departing passenger's lane. There was an agent present sitting at a podium. I requested to speak to a manager in order to file a formal complaint against Agent (b)(6) The manager, TSM James Gallagher, arrived at approximately 8:15. I explained to him the series of events as we were walking toward the exit area near the screening portion where I encountered Agent (b)(6) I feared that if I returned to the area without the manager, I would have to endure more embarrassment, verbal and emotional abuse at the hands of Agent (b)(6) As myself and TSM Gallagher departed the area, Agent (b)(6) then stretched himself around the corner to position himself in my line of sight. He then proceeded to hoist up his middle finger to me, twice, while I was still engaged in the conversation on how to lodge a complaint electronically. I informed the TSM Gallagher immediately, whose back was turned to Agent (b)(6) He verbalized his disbelief and informed me that he would be checking the cameras since everything was being recorded both visually and vocally. He apologized for Agent (b)(6) behavior and that I had to endure it. I gave him my information card and he provided me his name and the name of the offending agent. I then exited the airport and proceeded home without further incident.

I am an American and I live abroad.

My family lives in the US, and they miss me and want me to visit.

Since the TSA started the "enhanced patdowns" at the end of 2010, I stopped flying to the US. I didn't fly to the US for this reason, for over 3 years. I only flew out there early this year because of a death in the immediate family.

My family keeps pressuring me to visit them more often because they miss me.

4/18/2014 4:29:18 PM

But I don't want to be forced to have some TSA agent put their hands all over my genitalia, breasts, and buttocks. It disgusts me and scares me.

Please, please stop this.

I've been waiting for three years.

At least you got rid of the backscatter machines. Now just get rid of the millimeter waves and for God's sake, stop molesting people!!!!!

Have a nice day,
(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Sex
Current Date/Time : 4/18/2014 3:08:48 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am an American and I live abroad.

My family lives in the US, and they miss me and want me to visit.

Since the TSA started the "enhanced patdowns" at the end of 2010, I stopped flying to the US. I didn't fly to the US for this reason, for over 3 years. I only flew out there early this year because of a death in the immediate family.

My family keeps pressuring me to visit them more often because they miss me.

4/18/2014 4:29:49 PM

But I don't want to be forced to have some TSA agent put their hands all over my genitalia, breasts, and buttocks. It disgusts me and scares me.

Please, please stop this.

I've been waiting for three years.

At least you got rid of the backscatter machines. Now just get rid of the millimeter waves and please, please, stop molesting people!!!!!

I don't even want a response because I know you'll just tell me this is "part of the standard procedure" or how sliding your fingers across my outer labia makes America safer. I'll only get more angry if I read this response from you guys.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said maybe in January she was contacted by Delta and offered PreCheck Opt in Via Computer. She was uncertain if the email came to her Minnesota or Florida home.
She later called Delta and they Opted her in on the phone and confirmed her status and that her name matches her miles account.
She went to FLL 4-4-14 and her family got PreCheck and but she did not and she ended up having a patdown. Delta told her to call TSA.
She stated she is 77 and the other women passengers that day were in their 80 s getting patdowns.
Caller also stated several years ago she was sexually assaulted by a TSO once and another time she was chosen because of a religious garment she was wearing and (b)(6) talked to her and told her that 90% of what was done was procedure and that was the end of that.
She stated that she does not use the AIT Machine and wants the PreCheck and is willing to enroll with TSA and prefers to do it as a walk in. She seldom travels internationally and does not need Global and is willing to pay the $85.00.
She stated at MSP and some locations the PreCheck line has different equipment and she will not use the one with the radiation.
She wanted info on zip code 55305 and a phone # and does not want to PreEnroll online and prefers to walk in.

RESPONSE:

4/18/2014 4:32:26 PM

I explained if she had the flight booked before Opting in with Delta that could have affected her getting Precheck. If you are certain of your eligibility as a frequent flyer with your airline or have received TSA Pre\u2713™ benefits in the past, you may be experiencing difficulties if the information in your reservation is not an exact match to the information on file with your airline. We recommend that you review your next reservation to ensure that your name, date of birth, gender, and other identifying information are correct.

Told her that she could contact us within 72 hour window of a flight and we would be happy to Escalate her concern since she stated Delta shows Opted in and her name is a match.
Confirmed the TCC Phone: 1-866-289-9673

She can join TSA PreCheck but I do not want to see her have pay a fee to join if we could do some checking for her Opt In Status.

Explained if she Opts Out of the AIT which we respect that she can do, the only choice she has is a Patdown and PreCheck will not change that.
(Note: Did not futher her comments about getting Patdowns when she travels because she Opts out of the AIT so we know why).

https: universalenroll.dhs.gov

Minneapolis-Saint Paul International Airport
4300 Glumack Drive
Saint Paul, MN

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4/18/2014 6:00:54 PM

4/18/2014 8:14:58 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA901 San Francisco - Heathrow
Thursday 17/4/2014
Comments:My 13 year old daughter was travelling back from San Francisco after a school skiing trip. She was separated from the rest of her party and subjected to a search in a room away from her teachers and friends which was carried out in a most aggressive and intimidating manner. There was also an attempt to take her finger prints, however I gather that due to a fault with the machinery this was not possible. I completely respect the right of the TSA to carry out security procedures and to protect travellers but to treat a 13 year old child in this way is wholly unacceptable. I would like to know at what age it is considered appropriate to deal with a child on her own and should she not have had the right to a chaperone as she found the experience of being patted down by first a male officer and then two female officers deeply traumatising. Although she was clearly distressed, no one offered her any comfort or explanation for being singled out, and after having her belongings strewn on the floor she was told she was told she was free to leave. I am appalled at her treatment which spoiled her experience of the United States and will probably stay with her for a long time. It appears to me that she was treated as an adult and not a minor, and I wonder if this is the way all visitors to the United States can expect to be treated. I await your comments.

I apologize for the delay of you receiving this complaint but the e-mail address supplied to me via complaint card was not correct.

On Sunday, April 6, 2014 at approximately 18:05 hrs., I was at Midway Airport in Chicago, Illinois going through TSA screening while en route to Sun Country Flight #176 to Minneapolis.

When my time came to go through the metal detector, I approached as directed by a middle aged woman with red hair, TSA Officer later identified at (b)(6) I have an artificial hip implanted on my left side and I am well aware that my hip would set of the metal detector. Just prior to stepping into the metal detector I paused to let the Officer know that I have an implant. The Officer totally disregarded listening to what I had to say and just kept waving me into the detector. As I knew it would, the detector went off. The Officer told me that I needed to step back and take off my belt. I then attempted to tell her once again that I have an artificial hip and also added that my belt was off as I lifted up my shift to show her. Once again she totally ignored what I had to say and told me to empty my pockets in a demeaning downgrading tone of voice. Not appreciating the tone she used with me, I stopped and told her that if she would take the time to listen to me she would know why the alarm went off. The Officer then stopped and attempted to stare me down and said, Really .

Not easily intimidated, I stared back and said, Yes, if you would listen to me this could have been taken care of already. I have a hip implant. She then called for another officer to come up and pat me down as she once again stared at me in a very weak attempt of intimidation.

4/18/2014 9:11:11 PM

The rest of the pat-down and search went as normal and I was then let through. I then asked to speak to a TSA Supervisor and I was directed to a desk around the corner and in the hallway of the terminal. I spoke to a male Supervisor, black male, and told him of my unpleasant experience with one of his officers. A female from this area then accompanied me down the hallway and I then pointed out the TSA Officer to her and she told me that the Officers name was (b)(6)

This TSA Officer, identified to me as (b)(6) was very unprofessional and acted as a machine instead of a human being.

If you have any questions, please feel free to contact me through this e-mail: HYPERLINK (b)(6)

(b)(6)

Today, it took me 30 minutes to go through TSA security (LAX – Delta @ 4:30 AM 4/18/14).

I have both Known Traveler and Pre-Check clearance. I also have had two hip replacements.

Because there was no AIT nearby, I had to get a pat down. The swab created a false positive that then required an additional pat down by a second TSO. Because of limited staffing, I had to wait. Hence the 30 minutes.

This is a problem at most airports, including my home base (BOS) and PHL where I had to go through security this past Wednesday morning.

4/18/2014 10:06:07 PM

I was told by the TSO (LAX) it was that they "did not know me" and that was why I must go through this process.

What I want to point out is that I have been through a vetting process (Known Traveler) and I fly several times each week. TSA and the airlines have 30++ years of my history AND for as long as I can remember, I have not even received a parking ticket.

Each time I go through security and go through this extended process, I watch as people are channeled to the Pre-Check lines so TSA can market the idea of people applying for the program. While I, who have been through this process hundreds and hundreds of times and have been vetted, get extended attention.

Something is screwy!

Attention TSA Appeals manager:

The TSA supervisor in terminal 2 Ohare airport suggested I contact you to appeal the totally unnecessary full body paldown and thorough check of all carryon luggage twice in two consecutive flights. First occurred in London Heathrow, then again in Chicago after a London TSA person made a notation on our Chicago boarding passes that required Chicago TSA to repeat that procedure totally unnecessarily. We had a tight connection in Chicago, and that made it even tighter.

This is a waste of time for TSA and us. My wife is 74 with two surgically implanted metal protheses in right shoulder and left elbow, and requires a wheelchair in big airports like heathrow and ohare. I am 73. We are retired municipal hospital and state university employees and still travel a few times a year. We are among the least unlikely security risks.

Can you figure out why the screwy double procedure was done on an extremely unlikely security risk couple, and help keep it from happening again.

(b)(6)

4/19/2014
9:20:14
AM

(b)(6)

Hot Springs Village, AR 71909
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/19/2014 9:45:16 AM Airport : DEN - Denver International Date/Time of Travel : 04/17/2014 5:15 PM Airline & Flight Number : Frontier 343 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) : wish I knew

4/19/2014
11:03:13
AM

Comment : In the preTSA line before putting my bags on the conveyer belt I was pulled out of line and told they needed to swab my hands that there was a problem. Went thru xray and bags were cleared. Took my bags to search. Called over a supervisor and with bags went into a closet with super and other agent required a full pat down: hands inside my pants, etc. I was not informed as to why I had been selected to this humiliating experience. Officer was rude and a bully. I fly weekly and have never been treated to such a distressing experience. What qualifies these thugs to such entitlement?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear TSA,

I am writing to file a complaint about Baltimore/Washington's BWI airport. Specifically, my complaint regards TSA employee (b)(6) (b)(6) was working at the security line when she denied my reasonable accommodation for a disability this morning, Saturday, 4/19/14 around 7am. Officer (b)(6) suggested I email TSA directly to file this complaint.

I am recovering from an extensive orthopedic shoulder surgery. As a result of this surgery, I am unable to lift my arms fully over my head without pain and discomfort. As such, my surgeon advised me to ask TSA agents for full-body scan alternatives when traveling. He does not want me to overextend my recovering shoulder.

I have travelled through BWI's security checkpoint three times since the surgery, and I have never been denied a request for an accommodation. The TSA agents at BWI and two other airports were supportive and helpful as I was "wanded," patted down, and/or went through the metal detector. (b)(6) did not offer me alternatives, and my accommodation request was denied.

After explaining my situation to (b)(6) at the security checkpoint, she said, "You can't even hold your arm up for just a second?" After I told her my surgeon doesn't want me moving my shoulder that way, (b)(6) told me that going through the metal detector was not an option (meanwhile, three passengers walked through it in place of going through the full-body scan). She also informed me that TSA no longer use the wand on passengers and haven't done it for over a year--I was "wanded" less than 9 months ago at BWI. She said I could go through the pat down but that it "would be awhile." She offered no support or alternatives, and she didn't seek help from other TSA agents to even pursue a pat-down option. It seemed as if she was more interested in rushing me through the busy line than responding to my request seriously.

4/20/2014 9:26:49 AM

Furthermore, (b)(6) was snippy, flippant, and unprofessional. I told her that she didn't need to be snippy with me because I was looking for help. (b)(6) tone did not change, and she still was unwilling to help.

Because I was offered no accommodation, I had to go through the full-body scan. I was in significant pain. Even as I write this email over 12 hours after the scan I can feel pain around my surgical site; this pain is greater than what I experience on a normal day.

I reported (b)(6) to Officer (b)(6) at BWI, who, as I stated before, suggested I contact you. He told me that I have rights that protect me and my disability. I told him that I was aware of these rights because I am registered with Disability Support Services at my workplace.

Please let me know what the next steps are for this complaint. I am looking forward to your reply.

Sincerely,
(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/20/2014 6:12:07 AM Airport : MIA - Miami International Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : American Airlines 1280
Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) : (b)(6) (supervisor, I believe) Comment : Traveling with my mom who has a hip replacement. She was required a secondary pat down in a private room for that.
The supervisor, I believe to be one myre, asked me if we were together. I replied "yes". She the. Turned around and started walking away. I said "hey, don't ask me and then walk away...tell me where you're taking her and how long?". She became obnoxious and rude, so I asked a different agent who then explained to me.

4/20/2014 9:27:16 AM

Miami international has the absolute worst TSA agents in the country. Nightmare airport to travel in. I have a separate comment about another experience and an agent who spoke minimal English. She had no ability to communicate effectively in English.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Saturday, April 19, 2014 9:08 PM
To: TSAExternalCompliance
Subject: (b)(6) has sent you a document

Image removed by sender.
Image removed by sender. Send. Sign. Done.Image removed by sender.

Image removed by sender.
Image removed by sender.
Image removed by sender.
(b)(6) has sent you a document TSA Complaint Submission.
Click HYPERLINK https: secure.echosign.com public downloadAgreement?aid=X8A9K9B5I59XPXA eid=X8AA3YC3H5C7J7E here to download the document.
Message from null:
Attached is a copy of my complaint form
HYPERLINK https: www.echosign.adobe.com Learn how Adobe EchoSign helps you easily send, track, and manage document signatures.

4/20/2014 9:27:48 AM

- Upload, customize, and send contracts in a few quick clicks.
- Keep real-time track of contracts. Know exactly when they re opened, viewed, signed.
- Get alerts when things happen, and when they don t.
- Present and gather signature for documents, even when you re offline.

To ensure that you continue receiving our emails, please add (b)(6) to your address book or safe list.

Attachment:

Passenger Name: (b)(6)
Phone# (b)(6)
Address (b)(6) Murfreesboro TN 37129
Email: HYPERLINK (b)(6)

I arrived at Oakland International Airport on Tuesday the 15th of April @ 5am. After I received

Disability Description: She said she has a brain injury and is disabled and she let them know this when she went through the screening process. She said she is allergic to a lot of things and that she has a brace on her hand.

Information Request: She said she had a seizure on the plane and that we ruined her Easter. She said the people who put the bags on the plane just threw them on the plane. She said a Black female TSA agent told the other agent to let her go. She said the black male TSA agent was trying to keep her there at the checkpoint and laughed and said good luck on catching that flight. She asked what will happen on the return flight when she has to go back through. She said she will put locks on her bag. She said the Spirit Airlines agent threw her bag on the conveyor belt. She said she cant write anything down rigth now but will have her Attorney handle this tomorrow. She said her phone chargers are missing. She said this is making her sick and she has to end the phone call now. She declined her name on this phone call. She said she has missing and broken items from her check bag.

4/20/2014 6:29:57 PM

Response: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.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

4/21/2014 8:25:43 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/21/2014 3:15:12 AM Airport : ANC - Anchorage International Date/Time of Travel : 04/09/2014 7:00 AM Airline & Flight Number : Alaska 112
Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) : Female Comment : Traveling through TSA Pre at ANC, scanner was unexpectedly unavailable. With bilateral hip replacements, this required me to go back, remove my shoes, jacket, and belt, and undergo full pat down. As a practicing physician this is no big deal, except for being inconvenient. What bothered me was the female agent who argued with me through this hassle that I did not have PROSTHETIC HIPS as I claimed. Prosthetic hips would have to be out side the body. Do you hire stupid people, or was she having a bad day? Thank you for your reply. (b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/21/2014 10:13:52 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/21/2014 9:29:29 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/21/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : A
TSA Employee: (If Known) :
Comment : Took 10 minutes to wait for male pat down on scanner opt out. Multiple make agents walking around talking, but only one person assigned for pat down. Very light day for passenger volume (no line for ID check). Really unacceptable.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/21/2014 3:50:20 PM Airport : LBB - Lubbock International Date/Time of Travel : 04/20/2014 3:55 PM Airline & Flight Number : AA 2384 Checkpoint/Area of Airport : AA checkpoint TSA Employee: (If Known) :
Comment : Woman checking ID's said that my Texas Department of Public Safety Temp Drivers Renewal (I also have the cut ID) to go with the paper version, was not work and I would have to wait for a pat down.

4/21/2014 4:17:17 PM

I did verify that this was a valid it with DPS, and did not have any issue at DFW on outbound, but seemed to have much inconsistancy with Lubbock airport and having a Pre-check, and still having to do scanner and patdown.

Thought TSA might want to know that either Valid documents issued by DPS are valid at all airports, or retrain that they are not valid at all airports. If they are not valid, then DPS should not Cut the ID or work with what would be acceptable for TSA while waiting for permanate renewal to come in mail.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: HYPERLINK mailto;donotreply@ContactUs.tsa.dhs.gov donotreply@ContactUs.tsa.dhs.gov [mailto;donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, April 21, 2014 4:23 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4 21 2014 4:22:44 PM

Attachment:

4/21/2014 6:25:38 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4 21 2014 4:22:44 PM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
Cell Phone:
PO Box or Street address:
(b)(6)
Caller flew from Ronald Reagan. Caller stated she has a medical condition and she uses IV therapy and she was bringing water and she missed her flight because of the screening process and she had to have a patdown. Caller wants to make a complaint to the person who makes policies for TSA.

4/22/2014 8:20:11 AM

Advised caller the following information:

Mr. Pistole

Transportation Security Administration 601 South 12th Street Arlington, VA 20598

I have been reading your web site and came across a bizarre and alarming statement under the reasons for being sexually assaulted - aka pat down- by screening agents. Directly from your site: "Pat-Down: A pat-down may be performed if there is an alarm of the metal detector, if an anomaly is detected using advanced imaging technology, if an officer determines that the traveler is wearing non-form fitting clothing, or on a random basis."

So, it seems we are now required to wear tight "form fitting clothing"? Do you, or your wife or daughter have to wear tight revealing clothing to board an airline? Oh, silly me - you and your's just sail right through. Like that politian a year or so ago that went through the fast track and was found upon arrival at his destination to have carried a loaded hand gun on to an airplane! If that fool had fired that gun the entire plane may have gone down. He was charged with a misdemeanor.

4/22/2014 8:31:24 AM

I am yes, irrate at the whole idea of having to forego all of my rights as a citizen of the US just to travel by air.

However, now I have to wear tight clothing? Please do respond.

(b)(6)

Caller wanted to make a complaint about a TSO in ICT Wichita airport. He is a FF and files throughout LAX, ORD, MIA and ATL and carries exactly the same items throughout each airport and felt that he was racially discriminated against by a specific TSO due to his race as a minority.

He feels that he was picked out of a line of people due to being a African American man. Afterwards his bags and person was searched thoroughly by a TSO, including a invasive patdown. He called for a TSM to come to the checkpoint and made a formal complaint with him.

Date Time--4-21-14--at 5:15pm-5:45pm.
Gate or Terminal--(The they have only one terminal and gate for SW flights)
Airline—SW
4/22/2014 11:33:41 AM Flight #-- SW flight 53
TSM s name-(b)(6) The caller said that the TSM knew who the actual discriminating TSO s name is)

I apologized to the caller and explained that we need to have his complaint in writing to make it legal, so I m going to transfer him to an MB specialist at this point.(b)(6)

Resolution:

Confirmed information collected by (b)(6) in regards to the passenger s civil rights complaint. Advised caller that his complaint must be submitted in writing to be addressed as a formal complaint. I will forward you an email with instructions to file the complaint formally. Please complete and return to us via email or writing upon completion.

Date: 4/22/2014
Time: 1030-1130
Airport: ATW
Date/Time of Travel: 4/22/2014 @ 11:33
Airline & Flight Number: Delta 3594
Checkpoint: Security Screening (one and only)
Complaint: I am TSA pre-approved due to my high security clearance and the trust the govt places in me due to extraordinary vetting processes. At Appleton airport today, the TSA agents asked to test my Saline and Cleaning Solution because it was more than 3 ozs. That was right and proper. Both bottles showed a slight color change, which is pretty strange since these very same bottles have been tested by TSA several times before. I strongly suspect incompetence in running the test, poorly calibrated equipment, or poor testing solution. Instead of checking their calibration, they made me wait 15 minutes for a supervisor to show up. I think her name was Mary. Mary decided that this was a massive security problem and reacted completely disproportionately. She ordered ever single item removed from my bags and vest and tested. She basically had my stuff torn apart...taking another 15 minutes. She then swabbed each and every item. Then she decided to have me hand patted down. The hand pat down was the most invasive I have ever experienced. The man who did it touched my genitals 4 times. The pat down was completely unwarranted in this situation and the manner in which it was done was completely inappropriate. It amounted to forced sexual assault. I strongly suspect that this level of invasion of my constitutional rights had a lot to do with my skin color and last name being foreign sounding. I believe that I was racially profiled and that I was criminally assaulted at gunpoint. I want this matter fully investigated. Now. I want all those who were involved brought to disciplinary action, sent to remedial training, and I would like an apology from TSA for this egregious abuse of power. This is what I expect to see in a third world country...not the United States where I put my life on the line to keep everyone safe as part of my job. If remedial action is not taken, I will strongly consider a civil rights lawsuit and criminal charges of sexual assault.

4/22/2014 4:21:27 PM

(b)(6)

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Let's Work Together to Cure Parkinson's in our Lifetime
(b)(6)

(b)(6)

HYPERLINK "http://www.CyberDefenseAgency.com"www.CyberDefenseAgency.com

4/22/2014 4:59:15 PM

Caller was required to go through a pat down and AIT because she requested her homeopathic medications not be exposed to xray screening.
Informed caller to ask for a PSS and then she asked how to complain and I informed her how to contact the CSM through option 5 on the IVR.Although there is no scientific evidence to support or confirm effects of x-ray screening on medication, as a customer service initiative, the Transportation Security Administration (TSA) augmented its screening procedures by adding alternatives for screening medications and associated supplies. X-ray screening of all medications remains the preferred protocol at screening checkpoints; however, individuals may request a visual screening of medications and associated supplies at any time. Individuals who request that their medications are screened visually may receive additional screening.

4/22/2014 6:27:31 PM

Feedback Type : Request for Information
Categories : Traveling with a Disability or Medical Condition; Screening Current Date/Time : 4/22/2014 5:17:49 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number : southwest
Checkpoint/Area of Airport : was prechecked TSA Employee: (If Known) : ?
Comment : Hi I use homeopathic medicine in liquid form. Very very expensive. I choose to have them hand checked and not go through X-ray per doctors advice. Usually I realize I must get patted down. The last flight I was on recently they made me go through the screener/scanner and be patted down. Nothing beeped.Seems its inconsistent at all airports as to procedures. It was my understanding if I was to be patted down I would not have to go through the scanner. One or the other?! I'm very sensitive to both the radiation and the pat down/glove composition due to chronic medical illness Would you like a response? : True Passenger's Name (b)(Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 4/22/2014 11:02:37 PM

4/23/2014 8:31:28 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:While patting down my genitalia, TSA Security insisted I maintain direct eye contact during the exam. As Security stoked my vaginal area, I began crying and closed my eyes. Security then threatened me with detention if I failed to maintain direct eye contact during all portions of the exam ... and then she started again ... from the beginning. I was separated from my disabled husband for this "exam". I realized I risked losing my husband in a foreign city and missing our flight if I did not comply. Through my tears I allowed her eyes to lock with mine as she stroked me. I did this under extreme duress. This was disgusting, unnecessary and a violation of my psyche. How does traumatizing a senior citizen help keep America safe?

4/23/2014 8:32:03 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/23/2014 12:28:05 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/22/2014 5:00 PM Airline & Flight Number : N/A Checkpoint/Area of Airport : Concourse D TSA Employee: (If Known) : Various, Unknown Comment : I'm employed by Alaska Airlines as a captain for the past 23 years. Normally I access the SEA concourses via the Known Crew Member (KCM) program. Today I needed to access my work area, even though I wasn't scheduled to fly. Since I wasn't in uniform, I wasn't able to use the KCM access point. I was directed to the employee lane when I approached the screening checkpoint, and my company ID was clearly visible, with the words "Crew" printed on the front of the ID badge. I was initially given grief by a TSA employee since I "didn't have a boarding pass for entry into the sterile area". After explaining to the TSA employee that I needed to access my work area, which contained my company mailbox, or V-file, I was directed to the "pre" lane. Since I was in the "pre" lane I wasn't certain as to whether I needed to remove my shoes or not so I asked a TSA screener who was was quite rude and discourteous as she then directed me to a different lane so I could be screened by the backscatter imager, rather than a simple magnetometer. At this point I had already placed my personal items which included my watch, wallet, company ID, cell phone, as well as my iPad, into the plastic bin prior to being directed to a different lane. At this point I declined the backscatter imager and requested a pat-down in lieu of the backscatter imager. Initially I was given a difficult time for asking for alternative security screening, but after standing my ground I was finally told to sit and wait for a screener. Meanwhile my personal items are already through the x-ray machine, at the end of the belt and I'm no longer in a position to even see my items. While waiting for a screener, I was required to sit for 2-3 minutes while I was not able to keep my personal articles in sight. When the screener did finally arrive I was handled for a pat-down in a fast, efficient and courteous manner.

Concerns I have are as follows:

(1) Why am I given a difficult time accessing my work area with a valid company ID, just because I'm in civilian clothes? We do have some flights that we operate as all freight flights, and when we do so we are not required by our company to wear our uniforms, and sometimes when flying a freighter there are times we do need to access our work area in the passenger terminal even though we are departing later from the freight terminal. Although this was not the case for me today, I did need to get to my work area and I did had my valid company ID.

(2) We have been told my our association, ALPA, not to subject ourselves to addition ionizing radiation from the backscatter imagers due to the fact that we get enough radiation exposure on the job in the cockpit. In the past with a company issued ID I've been allowed to use the traditional magnetometer rather than the backscatter imager, so why was it different today. Interestingly numerous passengers in front of me, as well as behind me, were allowed to use the magnetometer, so why wasn't I?

(3) I was placed in a position where I wasn't able to view my personal items for 2-3 minutes? If my items are taken or stolen, who is going to replace my cell phone, watch, wallet, and iPad?

As an airline pilot I certainly understand and appreciate the job that TSA does, as my life, and the lives of my passengers and crew depend on it. The issue I have in writing this complaint is why am I treated poorly when not in uniform even though I've got a company issued ID I'm using to access my place of work?
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/23/2014 10:13:47 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/23/2014 8:05:15 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 04/21/2014 9:40 AM Airline & Flight Number : DELTA 1444 Checkpoint/Area of Airport : Security screening patdown TSA Employee: (If Known) : female, "the best we have" + manager Comment : During a routine trip home to DTW from DCA, my husband and I (both 63 yrs old) beeped when we went through the xray scanners and were told we needed male and female assist. Before we even went through them, we told the agents that he had bilateral hip replacements and I had double knee replacements. After waiting more than 15 minutes for an "assist" all went fine for my husband but my pat down was horrifying. The agent was beyond thorough to the point of reaching under my bra and groping between my legs. She had me spread my legs apart twice and jammed the side of her hand on either side of my vaginal area. I have an autoimmune condition in that area that is being treated by a rheumatologist. It was finally starting to heal and become less painful until that agent invaded me so badly I could hardly walk to the gate. The healing process of my condition has been set back to the beginning with raw sores and visits required to the University of Michigan specialists due to her aggressive, insensitive disregard for me. All she really needed to do was use her wand to check me out in the scarecrow position like all other TSA agents have done for years. We fly frequently and have never had a situation like this. I was very polite, never complained, other than an "ouch", and didn't even panic when I didn't have my boarding pass when I left her station. It was later found on the floor, but she wouldn't even help me look for it. She was busy talking/laughing to another agent a few stalls over. If she were my employee, she would lose her job. I did not see her name on the ID tag, but I think someone referred to her as Renee.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/23/2014 8:05:15 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 04/21/2014 9:40 AM Airline & Flight Number : DELTA 1444 Checkpoint/Area of Airport : Security screening patdown TSA Employee: (If Known) : female, "the best we have" + manager Comment : During a routine trip home to DTW from DCA, my husband and I (both 63 yrs old) beeped when we went through the xray scanners and were told we needed male and female assist. Before we even went through them, we told the agents that he had bilateral hip replacements and I had double knee replacements. After waiting more than 15 minutes for an "assist" all went fine for my husband but my pat down was horrifying. The agent was beyond thorough to the point of reaching under my bra and groping between my legs. She had me spread my legs apart twice and jammed the side of her hand on either side of my vaginal area. I have an autoimmune condition in that area that is being treated by a rheumatologist. It was finally starting to heal and become less painful until that agent invaded me so badly I could hardly walk

4/23/2014 10:13:47 AM

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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has metal in his body.

Response Details: Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

I explained to him regardless of the type of screening he would get, if there was an alarm during screening they will have to give a patdown to clear any alarm.
The procedure for a patdown may include the removeal of the shoes and belt. I was sorry he did not understand this might happen or wasnt explained to him.

If you believe you or someone else was discriminated against, he could file a formal complaint. He did not want to do this.

TSA has created notification cards that travelers may use to inform a TSO 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. This card can be found at http: www.tsa.gov.
I explained to him how to go on and find the card and it was a PDF file.

4/23/2014 10:55:15 AM

If he could not get the card he could write the information on a piece of paper if he wanted too, it was for commuication only, we dont require them.

He can always ask to leave on his shoes if it made it difficult to remove his shoes or he can ask for a chair to sit in.

He had spoke to the people that helped him get PreCheck but I dont think they explained to him that screening for metal in the body so he felt it would elimate some of the screening for him.

Email was sent

Incident Details: Caller has joined TSA PreCheck.
He has disabilities.
He isnt happy that he had to still go through screening and remove his shoes and belt as well. He had went through the PreCheck line and still had to strip down.
He ask about a card he was told he could get.
He says it was hard to take off his shoes and people were bumping into him, he did not have a chair to sit in.

4/23/2014 2:14:24 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 4/23/2014 1:39:37 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 04/21/2014 3:15 PM Airline & Flight Number : Southwest 620 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : Female
Comment : My daughter, who is an attractive and petite minor was flying alone, back to her fathers house in Nevada following her spring break vacation with me in California. She was 'pre-screened' and moved quickly thru the screening area, as she always has in the past. Because She is a minor, I always get an escort pass to take her to her gate and wait with her for her flight to board. I have done this several times in the past and have never had an issue walking thru the metal detector right behind her. But this time I was told to go thru x-ray scanner, I opted out for health concerns and had to wait for an employee for a pat down. This caused me great concern for 2 reasons. One, my personal belongings, including my cell phone, ID and credit cards which were not in a wallet or purse, were sent thru the xray machine and just sitting out in the open on the other side where every person walking by has access to them. And Two, My daughter was alone, unsupervised and had NO idea why I wasn't right behind her as I always had been. She was frightened and alone, while I waited for someone to be available for my pat down. i FULLY cooperated and never gave the tsa employees attitude, but when I asked for an explanation opn why it was different this time, I was given attitude in return. Following my pat down, I was approached by another tsa employee who indicated my daughter forgot she had her body spray was in her carry on bag and that it was too large of a bottle to go on the plane. So I was told I had to take it back to the car or throw it away. Seeing as it was brand new and she just bought it the evening before the flight, she was shocked, and extremely sad that they wanted to throw it out. So I said I would take it to the car, and they then informed me that she was not allowed to go with me since she was already checked in for her flight. So now she is vulnerable, and has to wait alone, completely unsupervised, in a public place with a large crowd of rushing, moving strangers and commotion, all the while afraid to miss her flight because of the delays so far. I asked if she could at least sit near the security area, and they said NO. she could wait on a bench across the way. So here is my beautiful 14-year old daughter ALONE in a crowded and busy airport with a flight that leaves in just 10 minutes, listening to all the announcements, wondering if they are talking about her flight, and her mom is leaving to go all the way back to the car. When I returned, they had me come back thru the screening area and AGAIN my cell phone, credit card and ID are just sitting at the end of the xray belt accessible to anyone walking, and wait AGAIN to go thru a SECOND pat down by the exact same female tsa employee that did it the first time, delaying us getting to her gate, which was RIGHT as they called her boarding group. This entire experience has caused great stress to my daughter and me. I feel it is completely unacceptable to leave minor children unattended not just once, but TWICE for an extended period of time with no way of communicating to them what is happening or why. Especially since I was supposed to be her ESCORT!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/23/2014 4:09:29 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 4/23/2014 2:36:03 PM Airport : SDF - Louisville International Date/Time of Travel : 04/22/2014 1:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hey guys, I don't usually complain since we all work together, but this was obnoxious. I am a pilot and I was traveling to work not in uniform but I had my ID on. I am pregnant AND TSA precheck cleared, but I still had to get a full body pat down because I declined the body scanner. The precheck line and the line I was in both had active metal detectors but I wasn't allowed in there.
Now I am OK with the liquids and gels for non-uniform, but you have to understand there are MANY occasions when we are traveling for work and the uniform is not required. Also, I believe having my PILOT badge on should be a signal that I don't need a pat down.
Knowing your procedures, I checked my bags, however the pat down was ridiculous. Being pregnant doesn't make me a threat!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/23/2014 4:09:34 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/23/2014 2:31:50 PM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 04/20/2014 6:00 AM Airline & Flight Number : AA Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : I was traveling as one adult with a 6-year old and an infant in the stroller. First incident - I was assured that the small bottle of water I had, I could keep it, as it was meant for my infant daughter - only to see a TSA lady on the other side of the frame tossing it in the garbage. But what I totally didn't understand was that when they found two jars of Gerbes baby food in my diaper bag, it was in original packaging, bought in the store, granted it was 6oz, but clearly it was meant for my daughter and for the duration of the trip. I was told that either I have to open the jars, or they will search all my belonging and do a full pat down on me. I asked for the reasoning of that, because I don't see how two jars of food pose a threat on anyone, especially when I travel with two children, alone. One of the TSA ladies was clearly a new hire, and I was her training doll. It was humiliating in front of my son, and certainly it didn't speak highly about the TSA personnel ability of good judgement. I found on your website that when it comes to baby food, I can have greater than the limited amount, and I also read that I may be asked to open them. But I have not found where it says that I would be searched, even explained how they are going to check my private area, it was just plain ridiculous. If you need someone to train your people on, use a dummy person, not a real person. My original travel was from NYC, where the TSA personnel pulled me aside and let me walk through the checkpoint without a sweat. Wichita airport must have some confidence issues.
Sincerely
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 23, 2014 3:11 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 4 23 2014 3:11:27 PM

Attachment:
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:

4/23/2014 4:09:40 PM

(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Indianapolis
State:
IN
Zip:
46259
Caller flew from ANC to SEA then to MSP on Saturday. He went through screening on Saturday. He has a cardiac implant and another implant in his lower abdomen. His whole belly region caused an anomaly. He put his hands under his shirt, he felt his heart implant, down his belly, and then went up again. He felt groped and assaulted by the officer. He didn t use the back of hands. He said that he felt like he had been raped. It was an African-American male who conducted the patdown. He did not get his name. He asked the passenger what do they want me to do. He didn t even know what he was supposed to be doing. He told him that he had the implants before screening began. He did not offer a private screening, he did not even mention it. The caller was very upset about the incident.

4/23/2014 5:01:25 PM

Airport- ANC
Airline- Alaska
Flight#- 108
Date- 4 23 14 around 10:00-10:30 pm

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.
Told the caller that I could not guarantee that a CSM would contact him but I would forward his information to make them aware of the situation.
Caller flew from ANC to SEA then to MSP on Saturday. He went through screening on Saturday. He has a cardiac implant and another implant in his lower abdomen. His whole belly region caused an anomaly. He put his hands under his shirt, he felt his heart implant, down his belly, and then went up again. He felt groped and assaulted by the officer. He didn t use the back of hands. He said that he felt like he had been raped. It was an African-American male who conducted the patdown. He did not get his name. He asked the passenger what do they want me to do. He didn t even know what he was supposed to be doing. He told him that he had the implants before screening began. He did not offer a private screening, he did not even mention it. The caller was very upset about the incident.

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Told the caller that I could not guarantee that a CSM would contact him but I would forward his information to make them aware of the situation.
I understand how important security checks are, but my experience flying out of Reagan national airport on US Air was very disturbing. I am a 67 yr. old woman and have bilateral knee replacements. I had very rude treatment from the female agent doing a total body pat down. I am a breast cancer survivor and the check of the chest area was very embarrassing. I am not prudish about any of this because for one, I am used to this (I fly a lot), and I am a registered nurse. I would never be this rude to another human being and have never experienced this kind of treatment.

4/23/2014 6:05:05 PM

I think some of these agents need to have training in awareness of how this affects people. I don't expect anything to be done about this, if anything I don't ever want to go through this again. I live in the Minneapolis area, and have never experienced this at the Twin Cities Airport, people there are very kind and conscientious.

(b)(6)

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 4/23/2014 7:22:29 PM

4/23/2014 8:04:41 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):EVA Airlines Flight BR 15, bound for Taipei, Taiwan on April 23, 2014 at 00:10 am.
Comments:This incident occurred between 10:30 and 11:00 in the evening of April 22 (Tuesday). A tall, brown-haired (worn in large braids), brown-skinned, Latina-looking woman was rude to me while giving me a pat-down. I had followed all the rules when I put my things through the baggage scanner, and I also obediently went through the body scanner. Without warning, I was pulled aside and subjected to a pat-down. This brown-skinned, Latina-looking woman (I hate racially profiling anyone, but I did not get her employee number so I have to use these details to identify her) probably noticed the shock on my face, because she said, VERY TAUNTINGLY, "What's the problem? What's the problem?" She barked the words at me. Before I could get her employee number, she stopped searching me and said, "Okay, GO. Yoo-hoo!" very rudely. Behavior like this does not speak well about your country. As a frequent visitor to the USA, I've received much better treatment from the SFO, Sea-tac, Houston, and Honolulu TSA employees than I did last night at LAX. I also noticed that most of the employees working at that hour were rude and unprofessional. They were always barking orders at us as if we couldn't understand English. A lot of foreign visitors use the LAX airport, and I'm sure a lot of them form negative opinions of the U.S. whenever they're treated rudely by these employees.

NOTICE:

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Address: Zipcode: 94404

4/23/2014 8:05:53 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Chicago O\ Hare International Airport

What was the date and approximate time of the incident?
Caller wants to know what children are pulled aside for screening. Her 13 yo is flying alone. She was pulled aside for a pat-down. Caller is apalled that they would pull a young girl out and pat her down.

There is no exemption for secondary screening; even babies are subject to secondary screening.

Caller asked why? Her brother thought that something alarmed when she went through.

If an alarm sounds, they must clear it with the pat-down.

Caller will call the police in DEN. If this was in any way...caller is appalled. Caller is in PA; her daughter is in the air.

She knows that the screeners...How would you feel if it were your 13 yo?

4/23/2014 8:15:44 PM

I advised that I cannot address comments that ask for an opinion...I will have to turn you down.

Who should she speak to about procedure in the agency?

I offered to have the caller speak to my supervisor.

Escalation Notes: (b)(6)
The caller is complaining about her 13 year old daughter she is flying from Den to Pit on a Southwest flight leaving at 5:25pm. She was traveling with her older brother. She was very concerned about the way she was screened and the TSO s didnt try to reassure her.

I provided the number to the CSM at DEN 303-342-6512 and advised her to give as much flight detail she can give when she calls him. I also told the caller that we regret that happened to her.

Disability Description: The passenger has an artificial knee and he has a balance problem.

Response Details: Be signed by the complainant or someone authorized to sign on behalf of the complainant.

For your complaint to be considered complete according to Department of Homeland Security Regulations.

I do recommend calling us in advance so we can submit a request for assistance at least 72 hours before the flight.

You can also ask for a PSS at the checkpoint.

Passengers may still have additional screening and he may not receive it for every flight.

I will send information by email.

4/23/2014 9:26:24 PM

Incident Details: The caller had booked a flight for someone. He is a Vietnam vet and she has never had any problem with PreCheck. They have been able to accommodate that for him. This time when he traveled they made him take everything off, his shoes and belt. He had special assistance before and made him wait for an agent with a patdown. He stands there and tries to balance while people are walking around. He had a wheelchair with assistance and did a search. He has been traveling since November and this is the first time and he had to stand for 15 minutes for someone to get a patdown. They understand the security. They informed them of his disability. She watched him as he left Palm Beach. She was watching him as people were pushing past on his early flight, it was 6:00 AM from STL. She says they did the same thing to him in STL. He had a 7:25 AM from PBI. They made him take off his braces on his hand as well. Passengers were pushing passed him for his flights as well as she watched him try to balance.

Departure:
Airport: STL
Airline: American
Flight: 1695
Date: 4-16-2014
Time: 6:00 AM

Return
Airport: PBI
Airline: American
Flight: 1425
Date: 4-22-2014
Caller stated she lives in CT and is in shock. She states that she was swabbed with an alcohol swab of some sort. Her items were examined. Her privates were touched and she is not pleased because she feels that she was taken advantage of. Examination was explained by officers of the same gender. She states that she missed her flight, because she was touched inappropriately. She cried while the examination process occurred. She would like to speak with a supervisor.

Escalation Notes: (b)(6)

4/23/2014 10:14:52 PM

The caller is upset about the patdown she received going through the checkpoint. She has missed her flight and she wants to know how we can get her home. She also wants to know why she got a patdown. The caller isn t upset with the TSO s that performed the patdown. The tone of the call was more about the procedure of the patdown.

I told the caller that I regretted that she had that experience going through the checkpoint. I provided her the number to the CSM at FLL and advised her to contact the airline to see if they could help her get a flight out.
(b)(6)

4/24/2014 10:57:21 AM

Caller was flying from BDL and upon arrival at CLT she has discovered that money is missing from her carry on bag and she was not allowed to watch the TSO while he was inspecting her bag.
Informed caller how to contact the CSM directly through option 5 on the IVR.When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

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

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Remote Client IP (b)(6)
Date Time: 4/24/2014 11:39:41 AM

4/24/2014 12:16:50 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flt#AA2426/US Air/terminal 3/LAX/Gate 41
Flt#2056/US Air/term. ?/TPA/Gate F86
Flt#1762/US Air/terminal 3/LAX/Gate ??
Flt#1810/US Air/terminal 3/TPA/Gate ??
Comments:Complaint refers to all four flights going thru TSA Precheck. I have a trusted traveler pass for TSA precheck (b)(6) I have Titanium hips. Every time I went thru the approved TSA precheck line I had to go back thru the scanner, remove my shoes and belt and then be patted down. What is the purpose of having a Trusted Traveler approved TSA precheck if you are going to be searched and patted down just like a regular traveler just because you have titanium hips?? Since I'm a trusted traveler wouldn't that be clearance enough? I wasted $100 and my time applying for this clearance?
Caller wants to know what caused a patdown on a AIT? She always gets patted down, she states that she was patted down at Phoenix Sky Harbor Airport. Caller states that she was raped at a young age and she states that she has pain or she jumps a lot when she is touched. She states that the TSO officer that was patting her down she was pushing into her left breast and she states that she told the officer several times that it was hurting her and the officer did not listen to her, she states that she felt very violated and she felt as if she was being raped all over again. Caller states that this is unacceptable.

Airport: Phoenix Sky Harbor
Date: 04 23 2014
Time: 5:45pm
Airline: Southwest Airlines
Gate: C1
Flight Number: 331
Two Gentleman that spoke to her after this incident occurred were really nice and she appreciates that and they gave her a TSA precheck form so that she doesn t have to be patted down anymore.

4/24/2014 12:23:18 PM

Caller states that she travels from NC to Wisconsin a lot and she has never had that experience.

Advised caller:
The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

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.

Advised caller that she should read about the TSA Precheck before signing up, because regardless of her applying for it, if there is an alarm she would still need to be patted down.

Advised caller that I did apologize in the way she was treated and that I will be forwarding this information to the CSM at the airport for review.

4/24/2014 6:05:54 PM

(b)(6)

To whom it may concern, I was so aggravated on my flight home to Boston from Ft Myers Airport. Your staff was awful. As I stood in line very quietly and patiently, waiting to go thru the metal detector, 2 women in front of me had to be told 6 times how to go thru the detector. I stood in bewilderment. Then one of your employees turns to me and says " you look confused " I said me – no just watching the chaos of these two in front of me. He kept repeating " you look confused – come this way" He then made me go thru the full body scan. I asked SEVERAL time why – NO ANSWER I was told rudely to stand here with my hands up I asked several more times why and expressed that I DID NOT WANT THIS AND THEY TOLD ME TO STAND LOOK FORWARD AND PUT MY HANDS UP. I THEN PROCEEDED TO HAVE A PAT DOWN- I AGAIN ASKED WHY SEVERAL TIMES WITH NO ANSWER. AFTER SHE WAS DONE SHE SAID THERE WERE TWO SPOTS TO CHECK. Outcome – NOTHING. Who trains these people. When someone expresses that they don't want this or they ask why and you get no answers there is something very WRONG with your procedures and employees. When I pay to fly I am providing them with a job when I use this airport. I will not be flying in or out of this airport ever again. It might not mean much to you BUT word of mouth and the internet go a million miles.

Jet Blue Flight 1366 on April 8th

Caller is at the airport and has done everything to prepare her flight. She stated she needs to speak with the DAFSD at SMF. She believes she is being treated in a different way because of the color of her skin . She complained that she is being refused to go through the metal detector and having to have the patdown, even though we have explained to her that she cannot choose the WTMD and must have a patdown under some circumstances. She stated that she had to make them take her to a private area. She stated that she could not be around many men at once. She stated they took all of her stuff away from her. They would not give her a woman. She stated she is a wounded warrior and can t deal with people touching her.

She told them she can t go through the AIT and she can t do a patdown. She spoke to a supervisor who she stated was very rude and he humiliated her.

The caller indicated that the names were:
Superviso (b)(6) -told her that she had to get a patdown.
She stated that every person of another skin color was allowed to go through the metal detector. She is a disabled veteran.

4/24/2014 7:47:55 PM

(b)(6) - Manager--told her that she had to do a patdown.
He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesnt know what they did in that absense.
She stated that they did not have a female to assist her, as she asked for.

(b)(6) took the call.
I advised that I would have information sent to her email as to how to file a formal complaint.
She also asked for the CSM number at SMF, and I provided it.
James Smith
Phone: 916-830 (b)(6)

As a father of 2 and one on the way I was appalled when I saw this video online. There is NO REASON a TSA agent should be touching a child in this manner. I was sickened to my stomach when I saw this. I know TSA agents have a tough job but leave children out of this. This is only one of 3 or 4 videos I saw online. I even read in the story that the TSA agent made it clear to the parents that there would be "trouble" if they refused to have their child touched. I am appalled. What is being done? Are the rules changing? This makes me not want to travel on an airplane with my 5 year old.

http://www.nbcnews.com/id/42568865/ns/travel-news/t/parents-call-tsa-review-frisking-after-kid-gets-pat-down/

4/24/2014 8:15:04 PM

here is another one

http://www.dailymail.co.uk/news/article-2610827/Caught-camera-Moment-two-children-ages-two-six-given-body-patdowns-airport-TSA-agents.html

Shocked Parent.

(b)(6)

4/24/2014 8:15:08 PM

I love to fly and I am a regular customer of the friendly sky. However today is not one of those days. Normally,I am sympathetic with the TSA agents because their job is difficult enough trying to keep everyone safe while not invading their personal space. Today, I approached the check point knowing that my screening would be different than normal because for the last three months I have had a physical disability. I have a broken back and have to wear a medically necessary back brace. As I approached the check point, I spoke with agen (b)((b)(6) and explained that I am wearing a brace for my whole upper body. I asked him what method would be used to screen me. He seemed confused by the question. He told me that the only way to be screened was for me to undergo a full body pat down. I asked if I could go through the x-ray machine with my brace being tested like I did at the SMF check point. I was told no. He did a complete pat down, without missing a spot. He invaded my personal space. I wasn't too annoyed by the procedure and only became frustrated after I saw three more passengers with disabilities sent through the check point and not undergo the same invasive procedures. I felt singled out. At that point, I asked to speak with a supervisor (b)(6) I asked why I was singled out and she could not provide me with an answer. My reason for writing is that people with disabilities should be treated the same way. I did not appreciate being touched in an invasive manner unnecessarily.

I look forward to hearing from you soon.

(b)(6)

Sent from my iPad

This is being forwarded to you to handle as you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security

-----Original Message-----
From: (b)(6)
Sent: Wednesday, April 02, 2014 4:20 PM
To: CRCL
Subject: Fly Rights - New Report from Dilveer Singh Vahali

4/24/2014 8:15:46 PM

NOTICE:

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

Caller is complaining that she is not able to fly without a patdown. Caller wants to speak to someone above the CSM at SMF.

(b)(6) Notes:

4/24/2014 9:01:35 PM

Caller said she is unable to get home. She is mentally and physically unable to do a patdown. That is the only option she is being given. She cannot do it based on everything she has had. She has had almost 2 1 2 hours of trauma inflicted on her by TSA. She thinks that she was treated in a disrespectful manner. She has medical records for all of her disabilities. She doesn t believe anyone should be yelled at. She said that the CSM lied to her to tell her that they called her to set up assistance and that wasn t true, and he hung up on her. She said that she will stay in the airport until someone can either screen her without being traumatized, or someone has to take her to the hospital if he migraine situation doesn t go away. She wants a contact for the supervisor for the CSM.

I advised her that she would need to fill out the forms that she was told she would be sent earlier to start the complaint process that she is discussing, and that we have provided her with the only contact information we have for someone at SMF. We do not have any further contact information for someone there. We do have a physical address for John Pistole if she would like that, but there is no phone number for him so that she could call him directly. She did not request the address, thanked me for the information, and ended the call.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Address: (b)(6)
Zipcode: 87532

4/24/2014 9:07:48 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
None of these

Caller wants to know the policy regarding pat-downs. He is not getting any assistance from the screeners or supervisor. They advised him that he can look up the manual on the website. He can t find it. What is the procedure?

(b)(6) notes:

4/24/2014 9:36:34 PM

Caller said that he is wanting to know information about the patdown procedure for private areas. He went through PreCheck and received an alarm from the WTMD, and his hands tested positive for something. He stated that it required a patdown and they checked all of his bags. They took him into a private area, and when they conducted the patdown of his sensitive areas, they used the palm of their hands. He has received patdowns before, but he is always used to them using the back of their hand when patting down his private areas, and he wants to know why this was done with the palm of their hands this time. When he asked them about this, he stated they informed him it was in the rule book, and he needed to look it up. He wants to know where he can get this information at.
He said it was on the far west side at DEN, in the PreCheck line, and when they stamped his boarding pass, it says South 284. It took place around 6:30 pm on 4-24-14, and his flight was Southwest 687. He stated that he asked for the names of the supervisor and lead officer, who was conducting the patdown, but they only told him to look up the information. He said all he got of the last name of the lead officer was van der(something).

I advised him that we would send the information to the CSM at that airport since he feels as though there was a problem with the patdown that he received. They would be able to provide him with more information about the process that took place, and would have contact information for him should they want to do any follow-up with him. I told him that he could get information about the patdown procedure on the website.

4/25/2014 8:34:34 AM

Feedback Type : Request for Information
Categories : Children
Current Date/Time : 4/25/2014 7:58:45 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I understand that baby food is exempt from 3-1-1, as long as it is not large amounts and just for that days flight. But why is it at most airports that I have traveled with my children, I am not required to open the baby food. Yet at a couple we are asked to open just about every time. Once the seal is broken on the baby food it is either required to be consumed or refridgerated with in 2 hours, and since we are flying we don't really have access to the refridgerator. This time requirement was introduced from the U.S department of Health and Human services, and can be found on their website http://www.foodsafety.gov/keep/types/babyfood/

I recently flew and was asked to open the baby food, or require a pat down of both me and my children if I did not. I had only pack 2 pouches of baby food, 1 for each child. I had 2 flights for the day, for a total travel time of 5 hours, just from take-off to landing. I had planned for the food to be for the longer of our 2 flights, about 3hrs. However, since I didn't want all 3 of us to do a pat down (myself, 3yrs old, and 6mo), I opened the food for the vapor test.

Can their be a better process for this, and or knowledge about why this is not the same at all airports? and can this be address/looked at again for pre-packaged, sealed babyfoods. Since this a time sensative item once it has been opened.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/25/2014 8:34:42 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/25/2014 12:17:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/05/2014 8:30 AM Airline & Flight Number : American 2575 LAX-ABQ Checkpoint/Area of Airport : LAX American Airline - Terminal 4 (gate 42ab) TSA Employee: (If Known) : female assistant, short, dark hair Comment : I was traveling with my friend to ABQ from LAX. At the security check point I have opted-out from the body scanner screening. I had to wait for 10minutes (8:35am-8:47am) for a female assistant. Friend of mine who got checked out in twice shorter time was waiting for me. The female assistant finally showed up at the check point after she was called numerous times to assist me. Friend of mine saw this assistant to roll up her eyes at the moment she heard the request to assist me. The attitude of this employee was annoyed and her reaction was extremely slow. My feeling was that my request was a nuisance for her. For unknown reason she made the "pat-down" very unpleasant experience (slow, annoyed attitude). It is very strange that other employees at the check point did not know her name after I asked. (Does it mean that anyone in the TSA dress can unknowingly and noticeably enter the security area?) I also turned to the supervisor (STSO (b)(to obtain her identification without success. My concerns are: Why do I have to wait 10 minutes for screening if I pay the same security fee as other travelers? Why your employes make the screening process feel discriminating to travelers who refuse to pass through the body scanner? (Even for medical reasons). With the attitude of your employee I am loosing the trust and confidence in TSA agency to provide my safety while traveling. TSA supervisor (STSO (b)(assured me that he would talk to the employee (after I showed him the assistant). I would like to find out about the outcomes. I hope that my next experience at LAX terminal 4 will be more pleasant. Thank you very much for answering all my concerns and questions.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern,

On Friday, March 14, 2014, United Airlines flight 1425 from ORD-ANC was diverted to Kenai Municipal Airport in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and that we would be taking off for Anchorage as soon as weather conditions permit.

While we were on the ground in Kenai, several problems began happening. We were beginning to run out of food and water. Our lavatory waste system was becoming extremely full. The gauge was fully in the red. We were unable to let people off of the aircraft to use the lavatory because there was no TSA to re-screen them before they come back onboard. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay.

After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft, all of which was not screened for dangerous articles.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to time-out per FAA regulations. Finally, once the fuelers in Kenai arrive at our aircraft, we learn that they improperly fuel the aircraft, eliminating any chance of us leaving Kenai on Friday evening. It was at that point that the passengers were informed that they would be deplaning the aircraft and to wait inside the terminal building for further instructions.

4/25/2014 12:16:38 PM

After securing the aircraft, the pilot and flight attendant crew also deplaned and left the airport for our hotels after witnessing the sad scene of stranded passengers inside the terminal building.

On the morning of Saturday, March 15, 2014, at approximately 8:45AM Alaska time, I called ORD duty desk and spoke to supervisor (b)(6) about the situation. She tells me that everyone has been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. Then she corrects herself and tells me that our flight will be a revenue flight but assures me that everyone will be re-screened before getting on the plane.

When we arrive at the airport, however, I quickly learn from airport operations employees that none of the passengers are going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they could provide a government-issued ID matching their name on the passenger manifest, they would authorized to board the plane.

I called the duty desk again and asked to speak to (b)(6) since I was told that she was put in charge of this situation, but she had already left for the day. Then I spoke to supervisor (b)(6) He told me that he didn't know what was going on in terms of TSA/security with the flight but that he would call me back when he finds out. When (b)(6) calls me back, he informs me that all of the passengers will be reverse screened by TSA once when we arrive in Anchorage. I inform him that doesn't do anything for the safety of the passengers, crew, and aircraft on the flight from Kenai to Anchorage, now United flight 1763. Between the time that passengers were let off of the plane in Kenai on Friday night and the time that they reboarded the plane on Saturday afternoon, they were free to go anywhere they wanted, including Wal-Mart, Home Depot, and other stores in close proximity to the airport where dangerous articles could be purchased.

I told (b)(6) that I was to going to speak to our captain again, and that I would call him back.

After further speaking to the captain, he insisted that he didn't feel these passengers posed a threat to anyone and that they just wanted to get to Anchorage. While I agreed that most people mean no harm, I reminded him that TSA exists for a reason, and that, unfortunately, people simply cannot be trusted in this world that we currently live.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/25/2014 10:57:04 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 04/23/2014 7:30 AM Airline & Flight Number : Delta #2392 Checkpoint/Area of Airport : Door 6 checkpoint TSA Employee: (If Known) : Not Relevant Comment : How long do the lines at MSP need to get before you open another lane? We had a 40 minute wait with only one line open, and numerous TSA agents standing around.

4/25/2014 12:17:16 PM

Further, when are you going to get a body scanner for the pre-check only gate (gate 4?) at MSP? I often get pre-check status, but I have an implant that requires a scanner to avoid a pat down. I hear that this gate has considerable volume so it should warrant a scanner.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said he wants to report a theft from Tuesday evening because his jewelry was stolen at the checkpoint. He had a small personal brown bag he put with his coat in the bin for the conveyor. They did a Patdown so he could not see his bag or belongings. His diamond ring with 9 diamonds and a braided gold bracelet are missing from his coat pocket.

RESPONSE:

Told him I am sorry he had that experience. I will order a claim form to your email with instructions and send a copy of your Complaint to the customer Support Manager.

CSM Referral Information:

Airport: Denver (to BWI)

4/25/2014 2:10:39 PM

Airline: Southwest

Flight #: Did not have

Date: 4-22-14

Departure time: 7:30 PM (He was at the checkpoint around 5:30 PM)

Specific location - Terminal or Gate: The North End Terminal.

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

Email (b)(6)

I was chastised for requesting to opt out of scan. There was no female available to do pat down although many agents were having personal conversations. I ended up taking scan because of time issue. I complained to someone who was also in a personal conversation and was told again that there was no radiation and the scan was fine. I explained that I am a weekly traveller and well known doctors advise to opt out.
This is the first airport that has resisted opting out. The supervisor said they were short staffed.

4/26/2014 9:26:48 AM

(b)(6)

Sent from my iPhone

My family and I came thru the TSA checkpoint for gate A16 at Newark airport on Sunday, 4/27/14. At the third screening location we waited in an incredibly slow line. As we approached the mag and AIT, our belongings went tgru the xray and we waited for quite some time. My son was screened in the AIT but my 81 year old mother waited outside w me. She cannot lift her arm and i asked the TSO to allow her to pass thru the mag instead if waiting for the AIT. The tso told us only children can go thru. We were told that there were no more females so she could not go in. We waited more and were separated from our valubles on the other side of the belt. I asked for a supervisor and (b)(6) showed up. He told us that she could not be screened in the mag because the AIT was the primary screening tool. I asked him again and he denied. When my 81 year old mother got into the AIT she could nit lift her right arm and was brought out for a patdown.

4/27/2014 3:32:46 PM

The incredible inefficiency showed by the supervisor and lack of concern showed for my mother is the reason TSA has such a poor reputation for travelers.

I would hope that this matter will be investigated. Cerainly the numerous cameras in the checkpoint will accurately show what took place.

If someone would like to contact me, my phone is (b)(6)

(b)(6)

Sent from my MetroPCS 4G Android device

Disability Description: The callers son is autistic, and must drink Pediasure daily.

Response Details: Advised Caller:

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

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.

4/27/2014 3:41:33 PM

I offered to e-mail this information to the caller, and he accepted.

Incident Details: The caller and his family flew from MCI on April 27, 2014, and was transporting six bottles of Pediasure in carry-on luggage. At the checkpoint, the TSOs informed the passenger that all six bottles had to be opened for screening. He informed them that if the bottle was opened, then the liquid had to either be consumed at that time or thrown away. The TSO continued to demand that all bottles had to be opened, or he would have to receive a patdown. This has never been asked of the passenger when traveling with these items, and he was confused. Finally, all of the bottles were opened, and had to be discarded as his son could not drink that much liquid. He wanted to know if this was the correct policy, but also wanted to file a complaint due to the attitude of the TSOs. He did not feel that the incident was discriminatory or a failure to accomodate, but rather a failure of customer service. Additionally, he did not understand why all six bottles had to be opened.

Date and Time of Flight: April 27, 2014; 7:50 AM
Departure Airport: MCI
Airline: Southwest Airlines
Flight Number: 2325
Time of Incident: Around 6:00 AM.
Description of TSOs: Two younger, Caucasian females.

Caller was concerned because when arriving from a flight from FL to NY the luggage was checked again and there was a NOI in the luggage. Caller was not upset over the checked luggage. Caller left home for a funeral with fresh pressed shirts and when they checked luggage it was not returned back the same way. They were wrinkled and he was concerned because they were not returned in the same condition. Caller said he does not care, other then the fact that the luggage was not returned in the same condition. Every time he travels the luggage is checked. Caller said he is 80 years old and understands the need for check against terrorism. Caller is supportive of TSA, but wished more care was taken during the inspection. Caller said bottles of medication liquid and face creams were in there and another bag with electric shaving lotion and deodorant. Caller does not travel often, but every time his luggage is checked. Caller also said when going through the checkpoint, he will tell them he has an artificial hip and they perform a patdown. Caller does not mind that, but some people hate it. Caller said TSA is doing a good job other then the luggage being handled. Caller will be returning from NY to Sanford. Caller said there should be some way where individuals could be checked before and listed as non-terrorist. Caller does take a carry on luggage with pill medication and that is not a problem. They never question the shaving kit, medication, toothbrush and small toothpaste. Caller normally does not have problems with the checked luggage being in disarray. However after the loss of his son and already being upset, he felt he needed to call and let someone know. Caller wanted to know what is wrong with his luggage that it is checked every time.

Advised Caller:

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. We regret that you were not satisfied with the service you received.

4/27/2014 3:54:18 PM

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.

There is TSA PreCheck, however that is for expedited screening through the checkpoint and not for checked luggage. Generally luggage is screened remotely by the automated in-line baggage screening system without a physical inspection. Should there be an alarm of the checked luggage such as: densely packed items or some things that cannot be clearly seen they must clear those alarms with a physical inspection and include the NOI.

Airport: Sanford, FL
Airline: Allegiant
Flight#: 738
Date and Time: 4-27-14 8:00AM
Baggage Tag#(b)(6)
Description of the Bag: Dark brown expandable cloth bag. Black tag with their contact information with the top handle.
NOI: Nothing written or stamped

4/27/2014 7:19:35 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 4/27/2014 5:56:00 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/27/2014 5:30 AM Airline & Flight Number : Southwest 2615 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :(b)(6) Comment : Because I have a insulin pump on my left side I was subjected to a full body pat down.i been wearing a pump for years and normally I am required to pat the device and submit to a hand check. This supervisor kept asking me did I see the screen and what is showed. So I going to ask the young lady monitoring the screen what came up, he told her do not speak to him and told me to leave her alone. When I requested his name he then demanded my id and boarding pas and disappeared with them for a couple of minutes. I would like to know what he did with my information during that time. I have never been treat so rudely by a supervisor. Another gentleman came over and told me would speak to the employee who conducted the pat down.
Would you like a response? : True
Passenger's Name(b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/28/2014 8:22:41 AM

Feedback Type : Complaint
Categories : Lost and Found; Disability or Medical Condition Current Date/Time : 4/27/2014 9:44:34 PM Airport : RST - Rochester International Date/Time of Travel : 04/25/2014 11:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security Check point. Only one in airport TSA Employee: (If Known) :
Comment : While preparing for security check I forgot my cell phone in my back pocket and fit bit in front left pocket. I was approaching xray when one of the male employees says isn't that a fit bit in your pocket. The only portion of the device showing was the clip on the outside of my jeans. I took it off and put in bin with my shoes and jacket. I thought well that is strange that he knew what that was or he is very observant. I had breast cancer and suffer from lymphaedema that requires a compression sleeve on my left arm. They swabbed my wrap and hands. When they put the swab in the machine something triggered a red flag. I was not surprised by the results because I had been going through tons of testing at the Mayo clinic that involved substances applied to my skin. They talked to me for a bit then took me behind the curtain for a pat down. I was not upset by the process as I appreciate the measures that are put in place to keep us safe. I was very cooperative with the TSA staff. Even when they went through all of my paperwork swabbing it and the inside of my briefcase and purse. The ladies that did the pat down were very professional and apologetic. After the process I put myself back together and emptied the bins. I walked 10 feet to my gate from the security point for this 6 gate airport. While on the plane I started trying to locate my fit bit among my things. It was no where to be found. After the 27 min flight I called the Rochester airport. I spoke with someone in administration. She said she would go talk to them and ask them to call me. I arrived in Tulsa to find no missed calls or messages. I called back and spoke with the same girl in administration. She was surprised that no one had called me but assured me that she would go back down and talk to them again. I still have not heard anything back. If it were a large and or busy airport I can understand no one recalling one passenger but in this instance there is no doubt in my mind that they remember the woman that they had to do a full body pat down on. I know my fit bit was in the bin before the xray and pat down and I know I checked each bin before returning it. I would like for someone from the Rochester TSA to call me. I have made several attempts to make this happen without going through all of this red tape. Thank you in advance for your help.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/28/2014 9:08:35 AM

Caller flew MCO-BDL yesterday aboard Southwest Airlines #2247 and would like to file a complaint against TSO agent (b)(6) for an incident that occurred at Gate #126 at approximately 4:00PM. Caller s husband is in a wheelchair and requires additional screening which always includes a pat-down. After he received the pat-down, his wheelchair was swabbed by ETD. The wheelchair tested positive for explosives and an even extensive search was conducted. Caller s husband began to question the additional screening as he feels he was already subjected to a very thorough search and did not understand how any additional screening could be possible. Caller states the TSO began to become argumentative and rude to her husband who is in poor physical condition and should not be subjected to this rude treatment. Caller states the officer also threatened her son and was told to not act like his father and anything said by them would be used against them. Caller states this officer has no business working with the general public as to treat a very ill passenger and their family in this manner. Caller wants this addressed specifically by someone at the airport and would like to be contacted back.

Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded you complaint to the appropriate Customer Service Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 4/28/2014 8:07:54 AM

4/28/2014 10:08:18 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK - jet blue terminal
Comments:I requested a manual screening. He called for a female pat down officer 3 times. Nobody came. I was placed on a line out I view from my possessions.... Specifically my MacBook Pro and wallet laying in a bin for pickup. The officer informed me there was nothing he could do but keep an eye on it which was a false claim b/c he was standing 7' away with his back to my merchandise. I was forced to go through the scanner b/c a female officer never came and I feared for my items being stolen. Also a pregnant lady was behind me waiting for pat down and she also had to go through the scanner b/c it was apparent that no one was coming to manually screen us.
I was at the end booth and walked past multiple booths were there were female workers but they were doing other jobs. It was a female who guided me through the scan. In my opinion she should have rotated with a male to conduct the female screens. First time I have ever felt bullied by the TSA.

4/28/2014 10:35:13 AM	Caller wants to file a complaint against the TSA crew at IAD because they delayed her and she missed her flight. She was flying internationally and states she was told by the airline that arriving 30 minute arrival prior to departure was okay. Caller was supposed to fly at 10:20PM and she arrived at the checkpoint at 9:50PM but caller had to go back to the airline counter to have another boarding pass printed because it was lacking some information. Caller went through the WTMD and had a patdown on her back because she was holding her child through screening. The TSO told her she had to swipe her hands. She was carrying food for her child and it was hand inspected and when she arrived at the gate it was closed and she missed had her flight. Caller was flying on Lufthansa to Munich, Germany. She was upset and got sick and went back to the TSA and spoke with the same lady and there was no sympathy for her issue. Response: 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 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.
4/28/2014 10:52:41 AM	The caller went through FLL last week. The caller stated that the TSO was rude to her. The caller wanted to opt out for the AIT and had to wait for a female agent. The caller stated that one never came and that she waited and waited. The caller stated ever so often the TSO would say female assist under his breath but no one ever came. The caller stated that she asked for a supervisor and the TSO refused to let her speak with one. The caller stated that the she ended up having to go through the AIT or she would have missed her flight. On this flight her son was with her and able to get her purse and baggage for her. The caller stated that she is leaving in two days and will not have her son to get the items for her. The caller wanted to know if there was a way to expedite a patdown and if she can ask for a supervisor right off the bat. The caller stated that she refused to provide any of her information because she knows it will not get any where. The caller wanted to know what we do so she can resolve her complaint. The caller was advised that we can intake her flight information and forward the complaint over to the CSM of FLL to make them aware of the situation. The TCC only intakes the information. We can not guarantee that the CSM will contact back, we do not have information on their procedures. The caller was advised that we are not located at any airports. The caller was advised that passengers are not required to go through the AIT and may opt out for a patdown. It sometimes can be a bit of a wait for an officer of the same gender to become available. We recommend arriving two hours in advance of the flight time to allow plenty of time to get through security. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. I offered to send the complaint to the CSM, but the caller refused to provide any information besides FLL. I explained to the caller that to assist her we could forward the complaint to the CSM of FLL. With out any information concerning the incident, we will not be able to forward anything to the CSM.

The caller flew from BOS on April 9, 2014, and from ORD on April 11, 2014, and she indicated that the screening procedures at both airports were absurd and humiliating. At BOS, she was sent to the AIT machine line, and she did not want to undergo that type of screening due to fear of radiation. However, a male TSO pushed her into the AIT, and then called for a patdown while she was still standing in the machine. A female TSO lifted her sweater, and pulled her pants out so that her panties showed during the patdown. She felt that this experience was unnecessary.

At ORD, she was made to go through the AIT machine again and also received a patdown. She objected to the AIT machine, but the male TSO told her not to worry about the screening and that machine only weighed passengers. She indicated that the experiences at both airports made her feel like a common criminal, and the TSOs were rude.

Flight Information:

Date and Time of Flight: April 9, 2014; 8:57 AM
Departure Airport: BOS
Airline: United Airline
Flight Number: 521
Time of Incident: She does not remember the time.
Description of TSO: A male TSO.

4/28/2014 11:10:18 AM

Date and Time of Flight: April 11, 2014; 1:20 PM
Departure Airport: ORD
Airline: United Airline
Flight Number: 1548
Time of Incident: She does not remember the time.
Description of TSO: A male TSO.

The caller said that she felt picked on, because she was 88 years old. However, when I asked her if she felt that the TSOs discriminated against her due to her age, she said no. Instead, the negative experiences were due to poor customer service. She has contacted her Congressmans office regarding the experiences.

Advised Caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

Caller went through MDW yesterday. She got to the airport in time for a 1:15 flight from MDW to ORF. Their boarding passes were not acceptable. They were told that the boarding passes were not valid.
She is an 82 year old white woman, her daughter is a 52 year old who has a military ID. She printed the boarding passes out at hotel. The ticket agent said that they were not valid and would need to be reprinted. After they had the issue with the boarding pass, they were directed to another side area where she was told that she would need to go through ETD testing. She had been directed through the metal detector. She didn t tell them about her knee replacements. They caused an alarm, she had to have a patdown. She said that she would get her card indicating that she had metal implants. The officer told her that she couldn t touch her purse during the screening. TSO offered her a private patdown. Caller also had an NOI in her checked bag when she arrived. She wants to know if all of these additional measures of screening were random or if she was targeted because of her boarding pass. She flew on Southwest.

4/28/2014 11:53:03 AM

Advised caller that some screenings are random. She could have been screened by the ETD because of the boarding pass. The officers conducting the screening did not know that she had metal implants because she didn t tell them before screening began. They sent her through the WTMD, because of the alarm from her knees, they had to conduct the patdown to resolve it. The patdown wasn t random because of the alarm. The officers inspecting her bag would not have known that she had to have a patdown when she went through screening so the NOI is not connected with her additional screening at the checkpoint. If her bag caused an alarm, the officers would have had to inspect it before they would have allowed it on the plane.

The caller flew last Thursday from DCA to IAH at 2:59PM and arrived at the airport around 1:00PM. The caller had Precheck clearance and has metal implants so she alarmed and had to take off her shoes and go through the scanner again. She also had a patdown. The caller stated that she had on stretch pants and a stretch shirt and that the TSO should have been able to see that she did not have anything bulging out. The caller stated that she thought screening was a bit extensive. The caller stated that she showed them her scar, so there should not have been any questions. The caller stated that they kept her cane and she had to walk around to another area for additional screening. The callers checked luggage was inspected and was left unlatched and some of her clothing was hanging out of her luggage as well. The caller stated that she had a NOI in her luggage. The caller stated that she has flown through Europe, Israel, Jordan, Russia and South America and has never had this happen to her luggage. The caller stated that Israel and Russia use a fine tooth comb practically to screening luggage and go through every little thing and still did not leave her luggage like this. The caller stated that nothing was broken in her luggage and that she does not want to file a claim. The caller stated that the few things that were bent up for the most part were fixable. The caller stated that she wanted to make someone aware that who ever inspected her luggage obviously does not respect passengers property. The caller stated that she attempted to get the CSM but that it would not give her the number for DCA.

The caller was advised that the Patdown is used to clear alarms through the screening machines and have to be completed to be able to clear a passenger to proceed through.

4/28/2014 12:05:17 PM

Airport- DCA
Airline- United Airlines
Flight Number- 1698
Date and Time bag was checked- 04 24 2014 1:00 PM
Baggage Tag Number (b)(6)
Baggage Description- Size- Large Brand- American Tourister Color- Black Shape- Rectangle Hard Sided 44 pounds Unique Feature- Hard Sided
NOI- Yes.
Information on NOI- No.
Terminal- Not Available
Gate- 16
Phone Number (b)(6)

The caller was advised that the TCC can be contacted and by selecting option 5 and enter 322 for airport code DCA CSM contact information should be provided.

The caller was advised that we would forward a copy of this complaint to the CSM of DCA to make them aware of this incident.
Calling from SW airlines for a client (b)(6), when he flies he gets stopped for special screening and she told him about redress process, asked for explanation about the process and transferred (b)(6)?
(b)(6) states the past 4 flights he has been selected for patdowns and his bags are hand inspected.
About 4 weeks ago on his AA boarding pass it had SSSS and seems like when he travels alone he is being pulled aside for additional screening and doesn t have the issue when traveling with his family.

Response:
The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.
TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

4/28/2014 2:14:00 PM

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at https: trip.dhs.gov status.htm by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail

On Monday January 13 between 8:30am and 9:15am I had gone through security in CVG I went through the full body scanner. A TSA female agent directed me to the side for a pat down. The full body X-ray screen indicated two areas; 1st area was on my backside pant jean pockets that had gems on them, 2nd was the middle of my chest from a set of tiny beads sewn into the middle of my bra. The female TSA agent groped my butt moving her hands around my buttocks with the palms of her hands over my buttocks then when moving around to the front she reached around and groping my breast with her full hands including palms and fingers. The TSA agent felt under and around my underwire bra, Then squeezed the middle area where the full body scan screen indicated a highlighted area After finding nothing on the pat down she then swabbed my hands for an additional test. She scrapped my hands aggressively for the test. The alarm rang on the chemical testing machine She said you tested positive for gun powder residue.(saying it loud enough for everyone to hear like i was a criminal). I told her no way, that can't be true. She asked me "did you put hand lotion on your hands?" I said "yes, I did a few minutes ago and I have the small bottle with me that I can show you!" She would not let me touch my luggage or show her the hand lotion and she said I had to go to a private room for another screening that included a breast check and a buttock check. I was confused because she had already I inappropriately completed a full groping breast and buttock check with her whole hands, fingers using the palm side of her hands. She also said it would include a groin check.

When directed to the secondary screening room I was handed off to two new female TSA agents that took my belongings to the private room. They closed the door. I was never given my rights, or options, or other alternative choices. I was told that the room was for my privacy. Little did I know I was handing over my privacy to be abused, violated, assaulted, & humiliated, all because I used hand lotion on a cold dry day in the month of January.

In the secondary screening room the larger female TSA agent with long brown hair told me they had to do a full breast, groin and buttock check including a pat down with their hands which I already had an intestine first pat down had already groped my buttocks and groped my breast squeezing on my underwire bra, feeling my chest, and cupping each breast

4/28/2014 2:23:30 PM

In the private room the heavier/larger TSA agent with the brown hair started my pat down standing behind me. I could not see what she was doing, she never gave me verbal direction or indication of when she was going to start or what areas she was searching or how she was going to search each part of my body. The brown haired TSA agent started the pat down at my ankles and moved roughly up my leg when she got closer to the top of my leg she thrusted her hand that was on inside and rammed into my groin. She hit me with the boney side of her hand, I could feel her knuckles in my groin. It was so hard I jump from the pain, it hurt badly.

While still standing behind me the brown hair TSA agent started patting up my other leg still using strong pats with both hands and rammed my groin a second time with her hand that was on the inside of my legs. This time the thrust of her hand came harder and more intense blow. I was upset and tears welled up in my eyes from the throbbing pain shooting up my groin

Then the brown haired TSA agent moved in front of me. With my eyes full of tears I thought the groin area was finished since she inspected/hitting my groin twice but she continued patting my legs and started from the ankles up. With great shock a third blow arrived hitting my groin so intense the pain shot threw me and I jumped about 6" to 8" backward ....maybe even farther. I could not hold back my tears from the pain that throbbing up my groin I wanted the whole abusive, violating, humiliating experience to be over. She did not stop.

Then in a demanding angry voice the brown haired TSA agent yelled at me for moving. In shock and my voice shaking from pain and fear I said to her "each time you hit me in my groin it hurt and each time you hit me it was harder it hurt more and more". Then in threatening tone she said "Get back onto the mat and stand still! I have to start all over again because You moved!" I could not believe this was happening to me My tears poured down my face from pain, fear, violation, humiliation of the assault. I stood still trying to endure the terrifying experience praying it would end.

The other TSA agent (short blonde hair) never looked at me or never said a word during the entire physical/sexual assault abusive pat down. The blonde TSA agent only continued searching my luggage.

I put on my boots on, retrieved my bags from the table, and walked out of the room sobbing with tears streaming down my face. Not one TSA personnel came over to help me - not one TSA agent asked me what happened or offer assistance.
Disability Description: The caller stated her father has a colostomy.

Information Request: The caller wanted to know what her father needs to expect when he arrives at the checkpoint.

4/28/2014 5:16:28 PM

Response Details: I told the caller a note from a doctor is not required. If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger s hands. I told the caller to request to speak with a PSS at the checkpoint. I e-mailed the caller the information we discussed on the call. I told the caller her father could call back 72 hours prior to his departure with his flight information. I offered to forward the information to the airport but the caller said she would let her father make the determination.

I am a 69 year-old, semi-retired, frequent flier (50+ flights in 2013). When the TSA first announced the "Trusted Traveler" program, I hustled right down to the nearest TSA office to apply and pay my $100.00. To my surprise and disappointment, I discovered that the definition of the term "trusted" traveler does not extend to passengers with a metallic prosthetic implant. (I could walk through the metal detector stark naked and my artificial hip joint would trip the alarm). When that occurs, I am instructed to go back through the metal detector, take everything out of my pockets and remove my shoes and belt – inconveniencing the waiting passengers behind me as I disrobe and pass through the metal detector a second time, again setting off alarms and causing the screener to yell "male assist," resulting in a pat down (assuming there is an available TSA agent to perform the "male assist").

After a couple such experiences, I elected to disrobe prior to testing the metal detector. This has resulted in repeated comments from other "trusted" travelers something like, "you don't have to do that." Of course, I then have to explain why I am holding up the line. Surprisingly, I have had TSA screeners actually argue with me, insisting that I do not need to disrobe (before sending me back through the metal detector to do just that).

4/28/2014 6:15:17 PM On my last flight, (thanks to the TSA funneling "regular" travelers into the Pre-Check line) I found the Pre-Check line actually longer than the line for "regular" passengers. To add insult to injury, after the expected screening fiasco, the inspection of my hands for unknown residue set off additional alarms, requiring a complete search of my person and all of my luggage (which turned out negative).

While I fully support efforts to keep air travel safe from miscreants who may have bad things in mind, I can't help but wonder if I should surrender my "trusted" status and request the return of my $100.00.

(b)(6)

Kirkland, Washington

"Trusted" Traveler (b)(6)

4/28/2014 6:15:41 PM Caller wanted to know the policy about patdowns. She asked when are they called for. She said she travels a lot and has never had a problem with TSA. She said this morning she flew from Minneapolis to Dallas Ft Worth on Sun Country. She said the guy waived her through and told her she can go get her stuff. She said the lady behind him told her to stop and that she would need to pat her down. She said she asked the lady why she had to get a patdown. She said the lady acted like she did not hear her and did not say a word. She said the lady ignored her. She said the lady touched her hair, her breast, down the front side and down the back from her shoulder to her leg. She said she had never had that happen to her before. She said she got her stuff and set there for about 15 minutes watching the lady. She said the lady did not patdown anyone else during the 15 minutes. She asked what is the policy on that. She said her issue is that the man waived her through and the lady stopped her and did the patdown and did not tell her why. She said she would like to file a complaint on this.

RESPONSE: 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. TSA also selects passengers and their property at random for enhanced security screening. ALSO: I will be sending your information as a complaint to the CSM at the Airport. Date and Time of Flight: April 28th, 2014 AT between 5:45 a.m. and 6:30 Gate or Terminal: Sun country Terminal Going to Gate 3 But she is not Sure It may have been Terminal 2 Airline: Sun Country Flight Number: 503 Airport: Minneapolis Email: (b)(6)

Disability Description: She said she has a balance problem due to her foot and has degenerative disc disease.

Response Details: I advised her I will refer this to the CSM at the airport and to ODPO. I advised supervisor, (b)(6) that she does not have an email address and that is why I did not send the email to her.

Incident Details: She said she called the CSM at the airport today at 512-691-7851 and she left a message but they did not call her back. She said she thinks it is a management problem and she is going to call the Governor s office as well. She said she showed the officers her handicap sticker and 3 times she was told they don t accomodate handicapped people.. She said she does not have a computer. She said she is disgusted and it was a miserable experience. She said her pockets were empty and she did not have anything in her hands and she thinks we need to have our machines checked out because she had to go through a patdown due to an anomaly. She said she has a balance problem due to her foot and has degenerative disc disease. She said they refused for her to go to the shorter line or front of the line she was in. She said she got a form at the airport to file a complaint. She asked for the CSM name at the airport. I lost the phone call and called back but got a machine. She did say she was over 75 yrs. old and that a (b)(at the airport told her she was correct and she should have been accomodated due to her disability and medical condition. She said Lena at the airport told her she should have been accomodated due to her disability and medical condition.

Complaint:CSM
Claims Discrimination

4/28/2014 7:05:05 PM

Airport:Austin-Bergstrom
Airline: Southwest
Flight Number:280
Departure Time:04-7-14 at 12:55 pm
Arrival Airport and Time:Panama City Beach at 6 pm
Location:Security checkpoint
Gate:8
Contact Information:850-532-4041

I advised her I will refer this to the CSM at the airport. Per Preston okay to give CSM info to her. I came back to the phone and lost the phone call.

Response:passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

I advised her that she can ask to be moved to a shorter line or move to the front of the line she is in due to a medical or disability condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Disability Description: Caller s husband has metal implants (knee replacement and vena cava filter) and cannot stand for a long period of time. He wears a full length stocking for blood clots in his leg.

Information Request: Caller does not have all of the flight details at the moment but would like to request assistance for her husband. Caller states that she was unaware of the possibility to arrange for assistance for the initial flight.

Passengers name:(b)(6)

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO 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.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

4/28/2014 7:57:59 PM

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

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 4/28/2014 7:51:10 PM

4/28/2014 8:24:41 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):March 3, 2014. airline American Airlines. Flight #3548 to Dallas
Comments:Todays date is April 28,2014. This is my recent experience with TSA at San Jose Airport.After going thru the screening machine, a female TSA Agent came up to me and ran her hands down my hips and slightly forward on my hips. No-may I run my hands down your body- or any forewarning that I was going to be touched After doing this she asked if I was wearing a belt. I said no, I am wearing a medical appliance. At this point she asked -while right in front of the screening machine and all employees and other travelers- to see the device. In shock and deeply embarrassed I pulled my pants aside and showed her the very active device. This has never happened to me before. I was so shocked and embarrassed I just walked away. My husband spoke to a TSA Supervisor when he flew out and was given a complaint form, which I filled out and gave to a Supervisor in San Jose airport on March 27th,2014 who said I would be contacted within 3 days. I have received no communication from TSA of any kind. As per your own supervisors this action was wrong on your TSA agents part. I spoke with 2 TSA supervisors who where very apologetic and stated this was not procedure. I expect at least a written apology. This has been almost 1 month, and if I do not hear from you my next move will be to Channel 5 News. No one should be this embarrassed just from going on a plane. This was unacceptable. And needs to be handled.

4/28/2014 8:26:15 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/28/2014 6:44:40 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/28/2014 5:15 PM Airline & Flight Number : SWA 505 Checkpoint/Area of Airport : Entrance - Main checkpoint - scanner TSA Employee: (If Known) (b)(6) Comment : I fly frequently and generally opt out of the scanner because I am pregnant and a bit uncomfortable. In all my flying I have had some rough encounters but none like (b)(6) provided.
At around 5:08 I requested an opt out female assist.
I watched as fellow travelers walked by. I asked if I could go next because I didn't like leaving my items far from eyesite to be stolen. She said "well that's just not my problem. Maybe you shouldn't ask for opt out". This started an awkward and heated conversation with her shaking her head and displaying aggressive body language. I asked why she didn't help me and she said that wasn't her job.
to which (b)(6) turned around towards another gentleman to start whispering about making me "wait it out" at no point did she ask any of her counterparts for a female assist. They made mention of me being an "Arab" which I am not. I am Hispanic. After waiting until 5:15 I asked again how much longer and was ignored. I decided to walk through the scanner and avoid this uncomfortable situation. I was immediately hugged by another passenger who said when "that jerk" (pointing at ms fields) was at the airport she avoided the scanner and she wished I had held on a little longer.
In the 15+ flights I have been treated as if I'm a nuisance when I ask for the pat down (which I know it is) but never been Made to feel so uncomfortable and brought to tears. I do hope something is done about her awful and unprofessional behavior. Especially since I technically paid to get that treatment today.
I would also like to note that I don't like complaining. It's a waste of time, but two TSA agents found me in the food court and urged me to do so.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/29/2014 10:22:05 AM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: (b)(6)
Zipcode: 90232

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Los Angeles International Airport

4/29/2014 12:46:31 PM

When I flew recently I brought a pouch of baby food for my son. Since they don't sell them in smaller containers, it exceeded the amount of liquid allowed. I figured it wouldn't be a problem. However, I had to have a pat down since I didn't want it opened (it requires refrigeration after opening). This added difficulty made it even harder to travel with a baby. You shouldn't require that baby food be tested if it is unopened.

4/29/2014 12:58:58 PM

Caller is wanting to complain about the TSA process she went through. She was traveling from San Diego to Sacramento on Southwest. She was in the screening line, she told the officer she was over 80 years old and he forced her to remove his shoes anyways including her jacket. She was sent through the WTMD. Afterwards, they forced her to sit in a seat. But she stepped up to get her jacket, was then screamed at because she stood up. Later a young man came in uniform, where she had to go through a patdown. She said the patdown was conducted by a lady that explained the entire process and it was fine. But they way she was treated before that was not. She has read in the paper where it says she does not have to remove all of those things because she is over 75. She stated that they never even let her go through, they instantly made her remove her shoes and jacket so it wasnt additional screening. She stated that they seemed like she was a danger to them, she is 83 years old and does not think she looks at all threatening. She stated shes a little lady but just wanted to let us know what went on at the checkpoint.

Response:
The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Explained to the caller that even under this process, if a passenger still alarms then they can be required to remove their shoes and jacket to go through additional screening.

San Diego International Airport (SAN) does have the AIT screening at the airport.
http: www.tsa.gov ait-frequently-asked-questions

Airport: San Diego
Airline: Southwest
Flight number: 1321
Date and time: 4 26 14 4:50pm
Terminal or gate: Gate 10 she thinks, not really sure
email (b)(6)

4/29/2014 8:11:50 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 4/29/2014 7:21:31 PM Airport : DEN - Denver International Date/Time of Travel : 04/28/2014 5:15 PM Airline & Flight Number : UNITED 1132 Checkpoint/Area of Airport : AFTER BAGGAGE INSP & BEFORE CONTINUEING TSA Employee: (If Known) : NOT KNOW Comment : I have an artificial knee and always setoff an alarm. I ALWAYS indicate why the alarm is sounding and point at the knee in question. In this case the employee who was called to do a pat down was belligerent from the first sound of his voice and was also annoyed. He started the pat down and never did any attempt to verify my knee implant. He then did a rub over his gloves with a pad which he inserted into a machine which set off an "exception." His abrasive e manner continued until a conference with other person (2) allowed me through. I do not think the person who was doing the pat down knew what a knee replacement was. He stated that he could feel the device from the outside of my trousers. That is completely false. His entire attitude caused me undue stress and violated my civil wrights by being treated as a criminal from the beginning. I am 86 years old do not deserve the treatment I received.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/29/2014 10:03:24 PM

To Whom It May Concern:

I wanted to notify you that the Global Entry program did not work for me on a recent United flight out of EWR. I was instructed to remove shoes, belt, computer, cellphone, watch and change. I was then given a pat down that in its entirety, was a fifteen minute process.

Either the team at this security checkpoint did not understand what the Global Entry program was, or perhaps I forgot to do something that this program requires. One TSA employee told me that the program only works sometimes. In any event, the program did not work as intended, so I wanted to inform you directly as a matter of record.

Regards,

(b)(6)

Levittown, PA 19057
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/30/2014 5:52:36 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 04/30/2014 Airline & Flight Number : SouthWest Checkpoint/Area of Airport :
TSA Employee: (If Known) :

4/30/2014 8:24:00 AM

Comment : The TSA employee began a pat down without warning beginning in the groin area up to the breasts and back down to the groin area. For a survivor of SEXUAL ABUSE, being touched WITHOUT WARNING is extremely upsetting, anxiety provoking, and triggering, especially in areas considered to be sexual. For many this will induce a PANIC ATTACK. Due to the fact that people have the choice of being pat down in private it is only logical to come to the conclusion that a TSA employee must give warning before patting someone down, otherwise how could someone possibly request a private pat down. As I said there was NO warning before I was touched therefore I was denied the right to even REQUEST a private pat down and had a PANIC ATTACK due to being TOUCHED WITHOUT WARNING.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) Vadodara
Zipcode:

4/30/2014 8:24:20 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? Yes
Disability? No

Which U.S. airport were you traveling through?

Disability Description: Callers daughter wears a wig due to a medical condition.

Response Details: Advised Caller:

If a passenger s hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger s head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area. If the individual declines the private screening, he or she must remove the hairpiece in the public screening area. We advise passengers to use non-metal hairpins to secure their hairpieces. Any passenger who does not permit the search will not be permitted to board an aircraft.

4/30/2014 12:44:45 PM You can present medical documentation, regarding a medical condition. This will not exempt anyone from screening. You daughter may call ahead of time and request assistance through the checkpoint. She may also request a PSS or Supervisor if she has concerns. This may help facilitate the screening process. Officers are trained to treat passengers with dignity, respect, courtesy and professionalism.

Unable to offer email. Caller seemed rushed to get off the phone and quickly hung up, stating his questions were answered.

Incident Details: Caller daughter flew from DFW with a medical condition. She is bald and wears a wig with metal clips and has metal in her neck. She was asked to remove her wig and was very up set and crying. Caller said she was given a private screening. Caller felt they did what they needed to do. Caller wanted to know if a letter from her doctor will by-pass this type of screening. Caller said it is embarrassing for her. She was crying and embarrassed. Caller indicated there was no failure to accommodate and indicated they did their job regarding screening. Caller was just looking for a way to avoid this type of screening. From the way it was described there was no failure to accommodate or discrimination. Caller stated there was no doubt he believed the officers were polite, professional and did their job.

Caller s mother is 75 years old and she keeps getting patted down. The last 8 flights she has taken, she had to have a patdown. The TSOs feel her legs and her chest and she feels violated. She is a frequent flyer and is now so frustrated she does not want to fly any more. She said nothing ever alarms.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening:

4/30/2014 1:45:15 PM
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov .

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

Dear TSA,

I am sorry to report that I was bullied by two TSA agents in the security area when I requested to opt out. I was repeatedly discouraged from opting out in a disrespectful fashion, so much so that I was too intimidated to ask for the officers' names.

This happened April 30, around 11:15 am, in the security area at the end through which most US Airways flights go. I was in line for the scanner furthest to the right (when facing security). After pushing my items into the x-ray I addressed the male officer who was directing and said that I would like to opt out. Be told me it would be a 3 to 5 minute wait, and I says that was fine. Once I had been waiting a few minutes he addressed the officer operating the 2nd x-ray from the right, who said there was no one available for a pat down for me. The first officer then said to me it was going to be a wait, and was I sure I wanted to opt out. I says yes, I have time. He continued to insist it would be a long wait and that I should go though the scanner. I finally got him to stop pushing me by saying "I don't want to go through the scanner". At this point, the same x-ray operator said, as if I were not present "you need to tell her it's not an x-ray" to which I responded that I knew it was not an x-ray. The x-ray operator then shook his head and rolled his eyes.

4/30/2014 2:33:08 PM I think this behavior was appalling. I was not complaining, prepared to wait patiently until a female officer became available, and these two male officers saw fit to push and cajole me into not opting out, when I had made my wishes very clear that I wanted to opt out.

I am happy to say that the female officers, one supervising a trainee, who gave me the pat down were the very picture of polite that I am more accustomed to from TSA officers. And ultimately, I didn't wait over 10 min for them, which is a little longer than usual, but not terrible.

I wish I were able to provide you with the names of the two officers who did this, but I was honestly too intimidated to ask, lest they treat me worse because they would know my intent to complain.

Please feel free to contact me if you have any follow up questions.

Thank you,
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/30/2014 2:38:52 PM Airport : DEN - Denver International Date/Time of Travel : 04/30/2014 Airline & Flight Number : Southwest (to Austin) Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) (b)(6) Comment : (b)(6) requested a pat down as she is 6 weeks pregnant and did not to go through scanner. (b)(6) (TSA) refused to call in, or complete pat down and required her to go through scanner or miss flight.

4/30/2014 4:21:59 PM

Unsure of resolution, discussing with attorney.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I have a Global Entry card and have been screened and have passed all the requirements.

Does this card also give me PreCheck clearance automatically or do I have to pay again to get it?

My further question is why, if I have been screened and passed all requirements, do I have to undergo either pat down or those machines because I have an artificial metal knee? The government knew that I had this knee when it gave me the Global Entry clearance. It seems to me that after all that effort and extra money to obtain the card I should be able to go through security without a hitch and without further screening. It is not right to subject me to this after I have already been screened to get the pass.

5/1/2014 10:09:04 AM

I am a 78 year old small and thin woman who hardly looks like she could or would do harm to anyone.

I protest! It makes travel a further nightmare. I really resent the extra time needed and the stress of having my body handled by these agents. I am also not so sure that these machines are safe.

I suggest that the government look again at this perceived need for this procedure for people who have Global Entry clearance.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/1/2014 1:48:57 PM Airport : SAN - San Diego International Date/Time of Travel : 05/01/2014 10:30 AM Airline & Flight Number : Delta 1687 Checkpoint/Area of Airport : Term 2 (delta wing) TSA Employee: (If Known) :
Comment : Despite being a TSA pre-check traveler, on official duty/orders, I was required to surrender my federal LE credentials to the TSA employee. Department policy requires I maintain my credentials on my person at all times or secure them in a locked container (that's was not available). Upon my refusal...and showing my badge and credentials, I was required to take off my shoes, and refused entry through the checkpoint for 15 mins until I surrendered my credentials. This is the first time I have ever been required to surrender my credentials at a checkpoint...all previous instances, I have shown my creds and would be permitted to enter with only a pat down. I was not permitted this professional courtesy. Instead I was lectured how I was wasting their time, how being a cop did not make me special, that I was causing a scene, and several other patronizing comments. In total, it took me 20 mins to get through the TSA pre-check line upon the first screening level. Law Enforcement officers should not be required to relinquish/surrender their credentials when presented as form of identification, offered in plain view, and willing to submit to a pat-down in lieu of a magnetometer. To further embarrass and lecture this person is inexcusable.

5/1/2014 2:04:55 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Thursday, May 01, 2014 1:55 PM
To: TSAExternalCompliance
Subject: "D-RFI" (b)(6) Complaint

Please see attached complaint, kindly response to our office.

Sincerely,

(b)(6)

(b)(6) Hollywood, FL 33024
F(b)(6)
F

5/1/2014 4:39:11 PM

Attachment:

South Florida
(b)(6)

May 1, 2014

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
60 I South 12 street
TSA-33

I fly at least 3 times a month and consistently run into the same issue when I opt-out of the body scanning machine. The issue is that normally I have to wait between 5 - 20 minutes for an agent to take me to the pat down area, during which time my belongings (laptop, ipad, wallet, keys, etc) are sitting unattended at the end of the xray machine and sometimes far enough away where I can't even see them.

I've tried to explain this matter to the TSA agents at the checkpoint and ask if I can hold onto my belongings until an agent is ready, but it usually turns into them raising their voices at me and insisting I put my belongings through immediately.

5/1/2014 6:26:55 PM

What is the correct procedure for this situation? Surely I don't think it's a good idea to leave my belongings unattended, and I would rather not have a debate with the agents at the usually very busy checkpoints.

Thank You,
(b)(6)

Date: Sat Apr 26 2014
7:25 am
BWI Airport, C Checkpoint Area.

I opted out of the X-ray machine and received a patdown, as I have on at least 30 other occasions. The agent read me the paragraph about how she would be touching various areas of my body with the back of her hand. She said she would be touching my upper thigh, and was I ok with that. I said that I was. She put one hand on my inner thigh and one on my outer and slide down my leg and then back up again, but she did not stop at my thigh. She pressed up firmly into my vagina. Twice. I objected and said, "That is not my inner thigh, that is my vagina." And she was defensive and rude. I have been patted down at least 30 times and no one has ever touched me in this objectionable invasive way.

Thanks for reading my comment.

5/1/2014 6:27:22 PM

(b)(6)
HYPERLINK (b)(6)
Cell: HYPERLINK (b)(6)

(b)(6)

5/1/2014 6:30:25 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/1/2014 5:48:36 PM
Airport : DEN - Denver International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Suggestion: I have a knee replacement and always set off the metal detector. I have been qualified for pre-screen and have my number and letter from TSA. I always get patted down and it would seem a strong improvement to the system to have people in my situation with a note on their file about the titanium so as to avoid a pat down each time I go thru security. I understand the risk of having this on my record, and the potential to then sneak a knife or whatever, but you have already accounted for this with your random selection process. I think people like me are being unfairly screened because of a surgical implant and if the point of Pre-screen is to speed the process for those that are accepted in the program, it falls down here. Again, you already have the random feature built into the security process and that should be the disincentive for someone wanting to abuse the implant notation on the TSA pre-screen record Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Thursday, May 01, 2014 5:28 PM
To: TSAExternalCompliance
Subject: Fw: TSA Chicago Midway Complaint

This emailed complant was sent to you on March 2, 2014; two months ago. I have not had any response back from your office, either by email, regular mail, or by phone. I would like to know what is, or what has been done, in response to my written complaint. Please respond.
(b)(6)

----- Forwarded Message -----
From: (b)(6)
To: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov
5/1/2014 6:31:09 PM
Sent: Wednesday, March 5, 2014 2:16 PM
Subject: TSA Chicago Midway Complaint

Attached is my completed complaint form. Please contact me to address this information.
Thank you,
(b)(6)

Attachment:

Complaint Information
If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.
j Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Name: _____ (b)(6) _____
First and Middle Last
Phone #: Cell: Home (b)(6) Work:
Please note that we may contact you at the provided numbers.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/2/2014 12:03:46 AM Airport : SMF - Sacramento International Date/Time of Travel : 05/01/2014 8:59 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)
5/2/2014 8:27:57 AM
Comment (b)(6) was very rude and rough on her pat down. From the instant I stepped into the machine she told me to put my heels down, (I was on my tip toes; I fly at least 2-4 a month and have always done that and maybe like two times in 4 years of flying have I needed a pat down). So I complied and put down my heels, she kept ordering me to do so, but there was no lower on the ground I could go. So the machine showed in my breast area those yellow squares. So she's like, "i told you to put your heels down" and made a rude comment and asked for her supervisor to come. She then procedded to pat me down very thorougly and all the way down and even had my finger tips swiped. The lady who swiped my finger tips (b)(6) was super sweet and apologized for (b)(
I don't know what was this woman's issue, or if she's having a bad day, but theres no reason to take it out on customers.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to apply for the TSA Precheck program what can he do? He has had Shoulder replacement surgery and he doesn't want to be patted down anymore.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™.

5/2/2014 9:26:35 AM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Advised caller that he just needs to declare to the officers that he has metal implants before screening.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2713™ eligibility for 5 years.

Advised caller that the fee is non refundable. Also that if there is an alarm regardless of him being TSA Precheck eligible he still has to be patted down.

5/2/2014 6:07:28 PM

I'm writing this note to request that a supervisor evaluate the demeanor of TSA Agent (b)(6) Badge (b)(6) (if I remember the number correctly), who was working at the Gate 33 checkpoint of Newark Liberty Airport the afternoon of Thursday, Dec. 19 (my flight was at 5:20 pm, so this would have been between 5:45 and 6:00pm). He was rude and abusing his authority the whole time.

First, while I had 7 or 8 people in front of me, I politely mentioned that I was going to be requesting to opt out. I thought to do this because I didn't see any female personnel, and I had been routed onto a flight that was already boarding (but that I didn't have to catch, so I wasn't too worried about it). he dismissed this, saying that we'll have to see what the situation would be when the time came for me to cross. Then, he repeatedly announced to the people in line that we should be removing our belts, "as in, the things around your waists." His tone was full of condescension for anyone who might not speak English or hear him or be distracted at the moment. All the passengers in line were polite and quiet and cooperative, even as we were saddened by his disrespectful tone.

When it was my turn to pass through, he ordered me to go through the door, because there were no females available. At that point, I did see a couple attending to the monitors, so I asked, "What about them?" He shouted that that wouldn't happen and my options were to go through the machine or to wait. I don't remember his exact words because this interaction was upsetting, and at this point, I also raised my voice, insisting that I was opting out.

Finally, when the supervisor of his station, a woman, was in the process of giving me a pat down, he rudely told me to move out of some area where he didn't want me to be.

Agent (b)(6) is on the brink of committing acts akin to police brutality. He's a loose cannon in your organization. While some would argue that this is the point of the TSA, I am writing this with the hope and the belief that you, the reader, will take this report seriously, look into the matter, and take steps to rectify the situation. At airports in Europe, even the blue collar workers are multilingual, respectful and helpful. Here, we're hiring-- at least in the case of Agent (b)(6) - delinquents, and putting them in positions of authority -- a dangerous combination. Like the archetypal Bad Guys in the movies, power brings out their sadistic tendencies.

While I'm writing about this dangerous individual, I might as well mention that, in the years since the TSA has been operating in the US, the most respectful, polite, helpful and professional TSA crew I've ever encountered was at Salt Lake City. I hope they might be commended in some way, as well.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

TSA.

5/2/2014 8:06:52 PM

Last week I was flying out of the Oakland, CA airport. I was wearing a light jacket, and shoes. A big sign stated if you are over 75 you do not have to remove light jacket and shoes. The TSA screener ordered me to remove my light jacket and shoes. I said I am over 75 and offered him my government issued I.D. (CA drivers license). He said he only goes by visual -- and I look young. Then he wrote something on my ticket. When I got to the scanner, I went through the scanner with hands held above me, had a complete pat down front and back, top to bottom, and then had hand swabs taken. First time for me and as you can see I have been flying a long time.

I am wondering why the over 75 rules did not apply to me. Thank you for an explanation.

(b)(6)

To whom it may concern:

I seem to continue to run into concerns with the TSA during my flights. Another concern has occurred today leaving MKE (Milwaukee airport)

I always Opt Out (personal reasons) and ask for a private screening.

During my screening today I informed the officers (one was the Supervisor (b)(6)) that I like to keep an eye on the swab test from the time they swab their gloves until the test is completed on that swab I have had concerns in the past where I feel the swab was contaminated and I was subjected to a very crude and invasive search of my property.Hence I like to watch the process from beginning to end and have been told by the TSA that this was my RIGHT.

The swab testing machine in the private screening room was password protected and neither officer had the password for the machine. This caused a concern as I would have to leave the room and leave my items behind to review the swab test elsewhere. (b)(6) left the private screening room to find the password - which left myself and the other officer "alone" in the private room (which I feel is a rules violation) When (b)(6) returned he still did not have the right password.

5/2/2014 8:07:43 PM

He was going to swab the gloves of the officer that searched me - but that officer had already used those gloves (post pat down) while he was digging through his pockets / phone and wallet looking for the password.

In the end I was allowed to get dressed and gather my belongings - carry them back to the maine screening area and have my hands swabbed.

I simply want to play by the rules - I try to follow them as best I can and expect the same from the TSA. It does not appear to me that you / they / them are always as prepared to follow the rules that you wrote.

I would like to be able to opt out - get a private screening (with an observer present) - have the swab test completed in my presence (chain of evidence) and go on about my day.

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/2/2014 8:06:29 PM
Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : Southwest 325 Checkpoint/Area of Airport : Rochester TSA Employee: (If Known) : Unknown Comment : According to your web page, the reasons pat downs are used is to resolve any alarms of a metal detector or anomalies identified by imaging technology.
At the Rochester airport I went through the metal detector and it was not set off; but when I got through it, I was told I would need a pat down because I have "sparkles" on my shirt. I said are you crazy and then two others behind me stated, "You've got to be kidding me." Are you really serious about this, sparkles on a shirt. Then the woman who did the pat down did not explain the procedure, but just stated she was doing it because of the way my shirt looked.
Now let me tell you what wasn't done. On my flight back from San Diego on April 30, 2014 to Rochester; I arrived at the San Diego Airport early, before screening was even opened. At 5am the gate was opened two people went ahead of me to other lines I was the only one in my line, I placed my bags, shoes, etc on the belt to be x-rayed, as I was walking through the detector, I turned back and saw the individual who was suppose to be looking at the screen viewing my bags, was not, she was too busy talking to her coworker standing next to her, my bags went through unchecked.
Please explain to me how it is that one airport goes to the extreme while the other could care less what was in my bag. Each security check point seems to have over zealous workers and some who could care less. It's almost like you have no control over those you have hired to do the so called job of protecting this country.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/2/2014 9:03:26 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/2/2014 9:18:20 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am absolutely appalled about how my sister was treated by TSA officials at JFK Airport.

5/2/2014 10:03:13 PM

My sister, who is about six months pregnant, was travelling home to Cincinnati through JFK Airport. Being pregnant, she can't go through the newer machines, and no one would allow her to go thru a metal detector. She had to go through a pat down. To make a long story short, she eventually got hauled into some back room through no fault of her own, at which point some official asks my sister -- who's visibly pregnant -- what's going on with her pants and that's she's going to miss her flight. My sister then had to explain that they were maternity pants, and that she needed to go home. What kind of agency hires people who are that rude and demeaning, particularly to a pregnant woman? Who asks a visibly pregnant woman "what's going on with your pants" when it's pretty obvious why she's wearing them and she probably already is self-conscious about it?

Don't be surprised if you hear from my sister, I am absolutely appalled. Our nation's security does not depend on humiliating normal traveling citizens, especially pregnant women.

I am printing my sister's name below since she was the passenger, but my name is (b)(6)
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/3/2014 1:07:13 PM

I am emailing to say that I truly do not mind the inspection process and have had lots of flights this year. However, because I have artificial knees I arrive earlier and expect scan or pat down. But I also have had my luggage checked most of the time as well and while it usually is done without much disruption to my belongings, several times it was done with no regard to how it was packed and left in complete disarray. This past week I travelled from Farmington, NM to Phoenix,AZ and it was absolutely terrible. I arrived in PHX with a smell coming from my suitcase that told me I had some nail polish spilling. I tried opening my suitcase and it had been locked with a plastic tie by inspectors that I had to hunt down a scissors to get opened. Inside was a TSA notice of inspection and everything had been literally dumped back into the suitcase and no security straps put back in place. The polish may have been my fault but it was secure in a protective travel bag.
I hope that this will not happen again!
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/3/2014 12:08:19 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/02/2014 Airline & Flight Number : United Airlines Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am an active duty service member that was traveling through ORD on my way to a deployment.

5/3/2014 1:08:03 PM

We flew in from Tokyo, so needed to go through customs which had a long line and our plane was boarding soon. I asked one of the TSA members if there was a military express line, and his response was, "I don't know, but you're going to miss your flight." He couldn't be bothered to find a way to help us.

I ran into the same situation in the security line to get our bags scanned. I asked two separate TSA members if there was a military express line because we had quite a ways to go in line and our plane was currently boarding. They both responded with, "I don't know." They also couldn't be bothered to help.

After going through the body scanner, I received not just a pat down, but a rub down. My buttocks were rubbed by the agent for an unnecessarily long time which was completely inappropriate.

Every single TSA member I had an encounter with was either rude or incompetent.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

" <TSA-ContactCenter@tsa.dhs.gov>
Content-Transfer-Encoding: quoted-printable
Mime-Version: 1.0 (1.0)

Typo/correction

Sent from my iPhone

5/3/2014 6:29:49 PM

>=20
> I had to wait 10 minutes for the pat down because only me.n were
>working. T=
SA is discriminating against female employees and female travelers by having= only men Available . This was at gate C at Phoenix Sky Harbor Airport. A
> Female should always be available if TSA is going to screen females
> who ma=
ke up half the population.there were about 10 males working and no females.
> Thank you,
(b)(6)
>=20
> Sent from my iPhone

5/3/2014 6:30:00 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/3/2014 5:42:26 PM
Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/18/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Between 9 and 10pm on the evening of March 18, 2014, we connected through CLT. Our inbound flight was late so as such, we had a limited time to make our connection. On arriving at the security checkpoint I made it know that I wished to opt out of the security scan as per the following link http://blog.tsa.gov/2012/11/opting-out-of-ait-body-scanners.html
The first agent I spoke to instructed me to advise the agent checking the bag. I did so even before it was our turn. When it was our turn, instead of requesting a female agent to conduct the pat down, he did nothing and continued on and rudely said, I don't have anybody and I don't know when anyone will be available so you can just have a seat until I find someone. As I did not want to miss my flight I felt I had no choice but to go through the scanner. This left me feeling angry and violated. Having had a negative experience in a scanning device, going through such devices causes me to become very agitated, it causes my pressure to rise and generally leaves me with a sense of panic. No doubt this means very little to others, but just think for a moment, if that were you, how would you want to be treated?
I realize that safety is a priority and I appreciate the job that the agents do, however, rudeness is not a part of that job. I travel enough to know that agents are and should be available to do a pat down should a traveller wish this, as per the TSA's OWN POLICY.
I ask that you speak to the agents at this site to ensure that other do NOT feel violated in the way I did. Agents need to know that it is important to do their jobs professionally. In so doing, they maintain the support and respect of traveller and uphold the department's positive image.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/4/2014 11:33:13 AM

We went through the GOES screening process and have Global Entry.
My husband is handicapped, walks with a cane but needs a chair for long distance.
On Sat 5/3/14, the TSA Precheck line in SJU was closed so we had to go through the regular line.
They pushed my husband through a side swinging door, then the guard proceeded to have him stand for 10 minutes while he did a pat down. My husband was in pain from standing and his feet have swollen, I am sure from the pressure.
Surely there is a better way when someone has TSA precheck on their boarding pass and line line is closed, perhaps showing our Global Entry Card?
Thank you for your reply.
(b)(6)

I am not filing a complaint, I am making some suggestions.

1. Keep a PreCheck line open if the airport has a TSA precheck line - the (b)(6) airport in San Juan had a TSA Precheck line and it was closed, on Saturday May 4, 2014, 10am est.
2. If the airport does not have a precheck line open, verify the Trusted Traveler identity with their Goes card/number.

Very simple, a pat down of a 70 year old handicapped man with GOES status is overkill.

Thanks for your reply.

(b)(6)

Las Vegas, NV 89129

5/4/2014 5:08:38 PM

----- Original Message -----
From: <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Sunday, May 04, 2014 11:35 AM
Subject: In Response to your inquiry.

> Thank you for your email regarding your questions and concerns for
> travelers with disabilities and medical conditions. Specifically, you
> were interested in filing a civil rights complaint because you believe
> that you, or someone you know, were discriminated against by TSA on the
> basis of his or her disability or medical condition.
>
>
> For your complaint to be considered complete according to Department of
> Homeland Security Regulations for Section 504 of the Rehabilitation Act (6
> C.F.R. §15.3(b) and §15.70(d)(3)), it must be in writing and including the
> following information:
>
> • The name and address of the complainant;

I recently flew from my home airport (BNA) on Monday, 4/28 @ 2pm and thought I would share some feedback regarding the screening process.

First, BNA appears to be the only airport with Pre-check lanes that does not have a dedicated person to check ID's/boarding passes. The agent at that post alternates between pre-check and non-pre-check passengers. I recommend that BNA address this issue to keep the pre-check lines moving most efficiently.

Second, BNA was using the "randomizer" very heavily that day and pushing many non-pre-check passengers into the pre-check lanes. I know that this is part of the current plan, but I think that TSA needs to re-visit this. Folks will be inclined to sign up for pre-check when they see me fly through security in less than a minute.

5/4/2014 5:09:35 PM

Third (and worst of all), BNA must have the pre-check magnetometers set for an unusually high ratio of "random hits". Two of five people (I unfortunately was one of the two) that went through the magnetometer around the same moment that I did were flagged for the "special screening". Again, this was not a "hit" on metal. This was the single beep that is part of TSA's procedures to keep screening unpredictable. I am not sure why this is a necessary part of the pre-check process given that you have done background checks. Maybe if non-pre-check folks were precluded from using the pre-check lanes, TSA could re-visit this approach.

Fourth, the "special" screening that I received was way worse that what I would have received had I simply opted out of the normal screening process for a pat down. I say that because the special screening was very focused on my carry on bag. The agent opened every single zipper/pocket/etc and swabbed everything in the bag. This took way too long for a "trusted traveler". Then, the agent tested the swab and discovered that there was some problem with something in my bag. Likely my tablet. A supervisor was summoned. Now I was subjected to full pat down and a different agent re-tested my entire bag. This was an unacceptable level of detainment for a "trusted traveler".

Please consider my concerns noted above. Thank you.

This email message, including attachments, is from Crowe Horwath LLP and may contain privileged or confidential information. If you are not the intended recipient of this message, you may not make any use of, or rely in any way on, this information.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP: (b)(6)
Date Time: 5/4/2014 5:54:45 PM

5/4/2014 7:04:07 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):British Airlines Flt# 288 on April 23, 2014. Terminal 4 of the Phoenix Sky Harbor Airport. The time they went through was approximately 7:00 pm.
Comments:My parents that do not speak English were traveling on 4/23/14, they were being escorted by an assistant that was pushing their wheelchairs. Both of my parents had their carry on luggage, purse and personal belongs taken from them and searched in a different area without them. They do not speak English, so they really didn't know what was going on and how to ask for help. They took their money and everything. This is not appropriate to search without the owner being there especially their purse, wallet, etc. We would like to file a formal complaint in this matter. I can be contacted by phone at (b)(6).

5/4/2014 7:04:18 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/4/2014 6:46:23 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/18/2014 4:00 PM Airline & Flight Number : U S Airways 496 Checkpoint/Area of Airport : near gate A2 TSA Employee: (If Known) (b)(6)
Comment : Recently we were in Seattle (18 April at approximately 4:00pm the check point near gate A2). My daughter had to go through TSA alone because I was already at our gate. After waiting 30 minutes she presented her boarding pass that was printed at the hotel as we have done many times in the past. She was told that the boarding pass was not usable and would have to reprint the boarding pass at the ticket counter. She was not told to come back to the front of the line and waited in line again. She became very upset because she was afraid she would miss her flight. She was visibly upset as she went through the screening process. As she went through the screening machine the agent (b)(6) abruptly shouted "hey lady relax". She was required a second screening and the same agent walked up to her without any verbal instructions began patting her down. My daughter has had pat downs before and has never been treated so disrespectfully before. Usually they explain what is going to happen and warn you when they start the pat down and the process. This just added to her agitation. When we met at the gate she was crying and I went back to get the agents name. The supervisor was on the phone and another agent gave me her name. I am not sure it was the correct name because I never saw her badge (we noticed that most name are last names) and my daughter was just in a hurry to avoid the situation. The supervisor did come to our gate and spoke to us. He said something about that he wanted to make sure we got the right name and would speak to the agent himself. He was also the same agent to send my daughter back to the ticket counter.
We also do not understand why one person would be allowed to go through TSA pre and the other not when they are both on the same reservation. We won't ever do that again and it seems to defeat the purpose of clearing people quickly.
On a positive note, I lost my glasses last year at the Phoenix airport and days later I went to the lost and found. They had my glassed well taken care of, logged (date, time, security location) and in a plastic bag, very efficient and expeditious. Thank you for attention.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/4/2014 7:04:23 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/4/2014 6:31:43 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/16/2014 7:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : As I went through security, I decided to opt for the pat down instead of the body scanner for personal reasons. I have done this before at many airports, and the TSA agent has always been courteous and respectful. However (b)(6) in Honolulu made me feel very violated. She was extremely cold and abrupt when speaking with me, and seemed to be on a "power trip" and was talking down to me.

The worst part, though, was when she patted down my genital region. I am aware that this needs to be done, but she ran her hand so forcefully up my leg, that she hit my vaginal region very hard. I voiced this pain to her at the moment it happened and she said nothing. Then, when she was patting down my other leg, she did the same thing. She hit me in my vagina twice, very aggressively. This was in no way appropriate, and I fail to see how it would be effective in screening for anything I could have been hiding. In any other situation this would be assault.

I felt embarrassed and violated. When the search was over, I asked for her name and she refused to give it to me. I had to ask the supervisor for it, which he was kind enough to do. I hope for the sake of all other women flying through Honolulu that she stops being so aggressive, or stops doing pat-downs altogether.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Our problem was not an airline issue, it was a TSA issue, and the mishandling, rude handling of people with GOES status. If we have gone through GOES background check and have passed, why would we need a pat down at the airport, that makes no sense. We have satisfied the necessary requirements for security, why would TSA feel we needed secondary screening?? We arrived on a plane from Anguilla, we cleared customs through GOES at San Juan - we had no problem, then we had to go through security again to go on our next flight, that is where the problem developed with TSA and their handling of passengers. You really need to develop a better system. This is a TSA problem, and I will be reporting it on Flyer Talk as well, for them to add to their long list of TSA complaints.
Thank you for your reply.
(b)(6) - "Trusted Traveler,"

----- Original Message -----
From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
To: HYPERLINK (b)(6)
Sent: Sunday, May 04, 2014 4:07 PM
Subject: In Response to your inquiry.

Thank you for your e-mail regarding special passenger screening lanes.

5/5/2014 8:26:47 AM

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.

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 [202] 366-0511). You may also fill out and submit an online complaint form at http://airconsumer.ost.dot.gov/escomplaint/es.cfm or write to:

Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

At some airports, travelers may notice lanes reserved for participants of TSA's passenger pre-screening initiative, TSA Pre\?™. For more information, including a list of participating airlines and airports, please visit http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2.

Caller said that she was in DTW yesterday for a 4:30 flight. Caller said that she had pre check on her boarding pass. She told the officer about her implants and she was sent to the AIT. Caller stated that while she was at the AIT, that her personal belongings were still undergoing screening. She stated that they were within her line of sight but the officers were not maintaining control of them. Due to this, her items fell off of the conveyor. Her purse spilled out all over the floor and because she was still being screened, she was not permitted to go and pick her items up. Once her screening was completed she told the officers that she wanted to file a complaint. It took them over 5 minutes to locate a supervisor who handed her a card to call us. She is furious over this incident and stated that this airport is very disorganized.

Date: 5-4-14 4:30 pm to PHX
Airline- Southwest Flight #: 2941
Gate or Terminal- PreCheck Line

5/5/2014 11:10:38 AM

Resolution:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

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.

Caller refused to provide a email address she wants someone to call her back!
The caller stated that she flew from MCO and that she was selected for a patdown because her back pocket, right shoulder and her finger alarmed the AIT. The caller stated that she was upset with this because she was embarrassed having to be patted down at the checkpoint and that she did not feel comfortable not being close to her belongings. The caller stated that it was raining in Orlando. The caller stated that her bag was wet on the inside and that there was no NOI; the zipper pull was broken.

5/5/2014 12:07:15 PM

Advised the caller: I apologized to the caller if her exerience was less that pleasant however informed the passenger that every passenger must be screened and that if a passenger were to alarm the AIT or the WTMD they would have to be screened using a thorough patdown. Advised the caller that many thing can cause an anomilie including layered clothing. Advised the caller that the lack of an NOI would indicate that TSA never inspected the bag by hand and the fact that the bag was wet would indicate that there is a good chance the bag was opend outside, where TSA is not present and the bag would be in the possession of baggage handlers . Advised the caller to file a complaint with the airline. Advised the caller that she could request a private screening if she felt uncomfortable being screened in public and they may be able to screen her belongings with her like valuables. Advised caller that she could ask for a supervisor or a PSS.

Good afternoon. I am writing regarding an experience I had with your TSA officers in Charlotte, NC at the Charlotte-Douglas International Airport on Thursday, May 1, 2014.

I recently found out I was pregnant and after researching the body-scan imagining that is performed at security, I have decided to opt out of this whenever I travel. Every time I tell the TSA officer at security I would like to opt out, I am hassled about my decision and given a speech about why it is safe and unncessary for me to opt out. And every time I patiently listen to them telling me what I should or should not do. Everyone is entitled to their opinion however my concern with this is, if I am able to opt out, why am I hassled EVERY time? Not only is it upsetting to me as a traveler and expecting mother to have a stranger tell me what I should do for the safety of my baby, but they waste their own time giving me their own individualized speeches when they could actually be performing their jobs looking for suspicious activity, moving along the lines, etc. This was not even the issue I had on May 1. After I told the officer I wanted to opt out, I waited for twenty minutes patiently. I was even compliemtned on how patient I was being and I told the officer that I came to the airport early because I know the manual screening may take a little longer. Still no problem. The problem arises when Officer (b)(6) comes to get me with an attitude for the manual screening. She asked me if I had done the manual screening before and I said "yes, I know the drill". She tells me she needs to go through her speech anyway. I said, "no problem". At that time (around 4:30-5pm), security was pretty crowded and another TSA officer comes in front of me for something and I ended up having to move after one side of the pat-down was completed. There was also a crowd of people around me so I had to move about to make room for everyone. Officer (b)(6) then says to me very loudly and extremely rude, "Take a step back". I asked her where she would like me to stand. She replied, "Take a step back". I asked again, where would you like for me to go and again the response I received several more times was "Take a step back" with a look of disgust on her face. I told her the man made me move and I don't know where you want me to go, please just tell me where to stand. While she was making a spectacle out of herself and me, another group of women overhearing this gave me a look to indicate "What in the world is her problem?" while I just shrugged my shoulders. Officer (b)(6) must have repeated herself, saying "Take a step back" at least 7-8 times. She then asked me "Where were you standing". And I said right here. She then said, "where were you facing?" and I said, ok this way. In all that time, she could have told me where she wanted to me to stand and saved me the frustration and discomfort. There was absolutely no reason for her to be this rude to me, I complied with your policies and did not deserve to be treated with such disrespect. She infuruiated me so much that I requested to speak with the TSA manager on duty who quickly came down to talk to me. He was very understanding and agreed that I should not have been treated like that and that officer (b)(6) was out of line. I would like to know what will be done in the future to prevent this unnecessary conflict. I don't know if they take advantage of their positions or what but there is no way to talk to a civilian in that manner.Because it was a TSA officer, I felt that I could not have said anything to her.... even "In all the time you repeated yourself you could have told me where to go and I could have been gone already", which is the truth. But instead I got this horrible treatment from her for NO reason.

5/5/2014 2:12:02 PM

I travel frequently and have a lot of respect for the security team at our airports but this was just uncalled for. I have never experienced anything like this before and hope I never have to.

Feel free to contact me for more information.

(b)(6)

From: (b)(6)
Sent: Monday, May 05, 2014 12:41 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA recommendations based on a complaint

Dear TSA personnel,
I am writing to register a complaint about your policies and your staff and to offer logical suggestions to assist other travelers in the future. I was a Denver passenger at DIA, Sat. April 12, 2014 flying out of the country for 2 weeks. I have now returned, had a wonderful vacation and am back at work.
The incident stemmed from a left thumb splint which appeared to test 'positive' for something and the employee said TSA had a protocol to follow yet commented several times (as did others) that the entire situation could have been avoided, IF a) I had taken the little Velcro thumb splint off and sent it through the x-ray machine while I walked through or b) if the splint was soft and able to be palpated rather than hard. The splint was easily removable and was worn to offer support while lugging heavy luggage as I had just had a joint injection.
The problem from my end was that I was unnecessarily subjected to a humiliating, early morning experience that included 7 TSA personnel, two of whom were so victimizing that a 'flight-or fright' response was needlessly triggered in me.
My recommendations include:
Display preemptive signage/communication recommending travelers remove non-essential splints prior to passing through the x-ray machine and why this is encouraged.
Station personnel prior to the x-ray to suggest the removal of all non-essential, and potential problem items prior to entering the x-ray (not just cell phones in pockets).
Systems at TSA to better understand the 'test'; what is the rate of, and cause of False Positive tests? Is it possible the test can be refined to improve the rate of True Positives? If not, shouldn't this be public knowledge so that passengers in at-risk occupations or with at-risk medical devices are prepared? (I am a physician).
Mock training of TSA personnel so that in the event of a 'positive test' additional screening is well explained, empathy is uniformly expressed and tensions are lowered for vulnerable, sleep-deprived passengers. Passengers should not feel threatened by the staff or the situation.
Insistence that TSA supervisors be well trained, both verbally and in body language, to assuage highly emotional situations of rattled passengers. All should be able to speak with empathic dialogue rather than an intimidating and controlling language and demeanor.
I admit, I became reactive when I was told by several TSA employees the situation could have been avoided by the two 'IF's above, and many weary passengers would feel the same when an illogical process is harshly presented by employees, specifically (b)(6) the blonde female pat-down woman and the supervisor (b)(6) Both women were ill prepared to be in charge of an emotional situation. I appreciate the honesty of the 'tester' telling me all could have been avoided and the calm demeanor of the final TSA guard who empathized that "I don't necessarily agree with all of the rules either but we need to follow them so you don't miss your flight." Interestingly he added, "This is not the place to present your political opinions." (?) The menacing voice and volatile demeanor of (b)(6) "I can have you escorted out of the terminal and you can cuss all you want on your way out" and the vehement speech and stare tactic of (b)(6) "you won't intimidate me" made it clear that this was about them being in control and not about travel safety and, clearly, not about my comfort through an unpleasant situation.

5/5/2014 2:12:42 PM

Sincerely,
(b)(6)

5/5/2014 2:12:48 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/5/2014 1:02:02 PM Airport : PDX - Portland International Date/Time of Travel : 05/05/2014 6:00 AM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Virgin America entrance point TSA Employee: (If Known) : Blond woman (age ~55-65) in Row 8 (Pre Check) of the PDX Terminal TSA line.
Comment : I requested a physical pat-down (a "female assist") as I am 6+ months pregnant. The TSA woman in question initially challenged my request at the bag drop off point, but the complaint here is around her lack of professionalism in giving me the pat-down/female assist. I found her unnecessarily gruff and rough in this routine, though admittedly important, process. For example, to give me an indication of the level of force she was going to use, she slapped and grabbed my right arm with such force that it startled and upset me. During my pregnancy, I have been getting TSA "female assists" in various states and outside of the US, so I have context as to the range of methods. The "female assist" option is something TSA offers, and it should be given with the same professionalism as the rest of the TSA-process.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller and her husband have flown a lot over the years. She has a hip implant and flew from Baltimore with no problems. She went through the AIT. But at Phoenix Sky Harbor she told the guy she has a metal implants and wants to use the AIT but he said no and made her use the WTMD. She kept trying to tell him she has metal implants but he would not listen and sure enough she alarmed. She was pulled aside and they started to pat her down in public with people going by looking at her like she did something wrong and she was embarrassed. She asked for private screening and the TSO told her that she would have to wait for another female. She said they were very nice and apologetic but she just thought the male TSO did not listen to her and now she is apprehensive about flying again. She wants to know if there is something she can do to avoid this. She did not get the agents name.
The Airport was Sky Harbor on Southwest 4403 on April 15th at 5:15 pm.

5/5/2014 2:59:07 PM

I apologized to the caller and told her that TSO s are trained to listen to your concerns and respond appropriately.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made.
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.

I told her that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). You may ask for the AIT. If it shows an anomaly and you have to have a patdown you can ask for a private screening at any time. You may also be accompanied by a companion of your own choosing.

You can ask for a supervisor or passenger support specialist at any time if you have concerns or questions. You may also call TSA cares before you travel to request assistance.
Sent email.
Caller stated that she would like to make a complaint. She was going through the line, and has been usually asking for a patdown. There was a negro lady there, and when she asked for a patdown, she was asked to step out of the line. She then became very aggressive shouting that her bags were going through the x-ray. She told her that she could go through the screening technology because it wasn t x-ray. She seemed to be very annoyed and muttered something under her breath about the air being polluted. She thinks that the statement was very uncalled for. She thinks that the TSOs comments should have been kept to herself. She was black, kind of heavy set.

5/5/2014 3:59:17 PM

Flight details below:
Airport: MDW
Departure Date: 5-3-14
Departure Time: 9:10 am
Airline: Southwest
Flight #: 4752
Terminal Gate: B9
Went through security. Doesn t remember the exact time.

She doesn t want this to go any farther, she just wants someone to be aware of what happened so that it doesn t happen to someone else. She understands why she would have been frustrated because there were a lot of people there at the checkpoint at that time, but she is in a position of customer service, and she thinks maybe she just needs to be reminded of that.

Advised Caller:
I told her we would send this information to the CSM to make them aware of the situation that she alleged has occurred and could do any follow-up they needed to.

Asked for an email address, but she did not want to provide one.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

5/5/2014 4:19:33 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? no
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Los Angeles International Airport
Caller was on flight 758 on May 1st. He is a 70 year old disabled vet. His experience at SEA was something that made him never want to fly again. When he was screened by the WTMD he was put back in his wheelchair and all his stuff went through the belt on the tray. They set the tray out of the way about 30 yards from where he was sitting. He was frisked in his chair. He said people were walking by and pointing at him and laughing and asking questions about why this man was being pulled aside. He was so damn humiliated after serving his country for 20 years.He was being laughed at and this was unacceptable. He said that the TSO s are on a power trip. He did not know about the private room and was never told about it by the TSO s. He was made to roll over in his wheelchair and they went up and down his legs and took off his shoes and belt. He was upset and even teared up. He said the person pushing the wheelchair was very nice and very apologetic.

Airport:Sea
Airline:Alaska
Flight Number:758
Date and Time:May 1 at 8:15 am
Terminal or Gate:N15
Name of Person involved: The TSO man was short and dark but he was too upset to get names and a good description.

5/5/2014 5:14:50 PM

I apologized to the caller and told him that 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.. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

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.
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.

Travelers may call TSA Cares toll free at 1-855-787-2227 Monday through Friday 8 a.m. to 11 p.m. EST and weekends and Holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. We can send this to Wounded Warrior and get you some help at the checkpoint.

Disability Description: Caller has a pacemaker and a difibrillator.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. I will send you information via email on how to file this complaint appropriately and forward this complaint to the CSM at PHL (b)(6) Sent email of information.

5/5/2014 6:38:51 PM

Incident Details: Caller flew from PHL on April 5th at 3:00 PM and has a pacemaker and a defibrillator. During the screening he tried to show the TSOs a card he had from his doctor stating he could not go through the screening machines, but the officer insisted that he go through it anyway. So the caller ended up being forced to go through an AIT machine and he has been told to avoid these machines. For a few days after he has felt strange. He believes that this is a failure to accomodate a disability and wishes to form a complaint.

Caller states that his bag was searched and his sunglasses and baby powder are missing. Caller found an NOI. The baby powder went missing on the departing flight, and at that point there was no NOI. On the return flight the sunglasses went missing. Caller states that he had a survival kit in his carry on that had a tiny foldable 2 knife and fire starter that were taken away. He got Precheck for that initial flight. The TSA employees were polite, but the caller is upset that the kit was basically destroyed because so many items were removed. There was no problem with the interactions with the TSOs, even though he was not as nice as he could have been. Caller states that the situation could have escalated, but the TSOs handled it well. Caller states that his is bald and barely has any hair and he had to get a patdown of his head at a checkpoint before. Caller does not wish to file a claim because the sunglasses were not worth more than $20. Caller states that it is possible that the sunglasses could have been left in the family bathroom. Caller states that I (the TCC agent) gave about $30 worth of therapy and wanted to be sure it was documented in the record.

Airport TUS-SEA-ANC
Airline Alaska Airlines
Flight # 641
Date Time 05 04 2014 405PM
Baggage tag # (b)(6)
Description of baggage Green canvas bag with two leather handles and two snaps on the end and a thick handle, like an army duffel bag
Location Gate B3
NOI

5/5/2014 8:44:28 PM

Advised caller:
We regret that you were unsatisfied with the manner in which your bags were handled.
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.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

You may wish to file a claim for missing and or damaged items.

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.

Fire starters are prohibited in carry on and checked luggage.

Caller is a breast feeding mother who travels a lot for business. She always brings her breast milk and every time she goes through screening she gets a patdown. She thinks that this is assault and ridiculous. She is very upset because TSOs touch her privates, breasts and buttocks. She wants to avoid this from now on.

5/6/2014 1:38:54 PM

Advised caller:

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. There is no way to avoid a patdown if it is required to board a flight.

The caller then asked to speak with a supervisor.
Caller flying with her 18 mo. old toddler to Paris, overnight flight, what can she bring for him? Is she allowed to bring applesauce, dry food, yogurt and can she bring milk in a carton unopened?

5/6/2014 3:02:19 PM

Response:
When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of milk products; juice; bottled water; and canned, jarred, processed baby food. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.
While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Caller flies back and forth east coast and Arizona about 28 to 30 times. He left Arizona on the 24th he had precheck. He asked that his film be hand inspected. He had to have a patdown which was rough and unnecessary. He flew from Reagan to Phoenix and had precheck and again asked for his film to be hand inspected. The TSO inspected it and sent him on his way with no patdown. He asked who is not following protocol here.

5/6/2014 3:52:32 PM

I told him that generally when you ask for an alternative screening to x-ray (which is the normal screening method) then you are subject to additional screening such as a patdown. I told him the policy is the same at all airports. 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. Screening is also random so you never know what to expect.

I told him that if he should have a problem with patdowns as he described he may call us and we can forward the complaint to an appropriate office for review.

5/6/2014 6:22:56 PM

Today I traveled with my husband and two small children from savannah hilton head international airport to JFK. While going through security the TEA agent told me that because one of the two of my still sealed baby food pouches was over 3.4 ounces (I belive it was 4.2) he would need to open it and test it. I told him that he may as well throw it out then because it would be spoiled. I said that I thought baby food was okay in excess of that amount and that by opening it to test it he was basically rendering it unfit for consumption when I needed it. I was told that if I consented to a pat down I could keep it so I consented. Then my purse and diaper bag were confiscated to be thoroughly searched as well. After the pat down and waiting an additional 5 minutes while they searched it became evident that the search would not be over soon and we would be in danger of being late for our flight. My children were very upset by the whole thing so I told him to just throw it out. My son has food allergies and I cannot just buy him any kind of food. I am very disappointed that there was no alternate way to test the food pouch that would not cause it to spoil. It Is hard enough traveling with small kids as it is without adding these additional and seemingly unnecessary restrictions on families. Please consider changing your testing policies for baby food.

(b)(6)

Sent from my Verizon Wireless 4G LTE smartphone

From (b)(6)
Sent: Wednesday, May 07, 2014 9:59 AM
To: TSAExternalCompliance
Subject: (b)(6) Complaint

May 1, 2014

5/7/2014 12:21:55 PM

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th street
TSA-33
Arlington, VA 20598

RE: Matter : (b)(6)
Date of Accident : 04 20 2014
Our File Number : (b)(6)

Dear Sir Madam:

The above named claimant has retained the undersigned counsel for the purpose of representation in connection with his her personal injury claim.

The caller has a special needs child that was allowed to go through the expedited screening and she herself was offered to go through screening with her son. The officers would not let her items go through screening with her because she was not precheck and she was going through a precheck line. She had to put her belongings on a different belt. The caller states that she had to go across the the lane to get her items and she did not like that. The caller wants to know if the officers are allowed to put her items on a different belt and wants to know who is supposed to be watching her items. The caller is not comfortable with being separated from her item and chose to go through the line with her belongings but states she is not supposed to be separated form her son. The incident happened at ITO. The caller asked to speak to a manager and she was not there.

I advised the caller that TSA did not separate her from her son. I advised the caller the officers gave her the option to go through screening with her son.

5/7/2014 4:23:11 PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I offered to send a complaint to ITO but the caller wanted to call herself.

I advised the caller to contact the CSM at ITO
(b)(6)
Phone: (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/7/2014 10:21:52 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 05/07/2014 Airline & Flight Number : UA 1460 Checkpoint/Area of Airport : Gate D3 Area TSA Employee: (If Known) : Unknown Comment : I have a left knee replacement which requires me to have a screening done through a wand or a scanner. I was sent through the TSA Pre Screen line in New Orleans airport, and told the lady at the TSA line about my knee. She asked for a male TSA employee to screen me, which took ten minutes for one to arrive. I as given a full pat down instead of the scanner. I asked if the machine was working, but the TSA person did not answer. This happen between 4:00 PM and 4:45 PM. I have been flying for the last year without this kind of screen. I fact the last time I had a pat down like this, I was leaving the Bagdad Airport in 2005 as a private contractor.

5/8/2014 8:16:09 AM

You may want to check or review your recordings at the TSA line on the way to Gate D3 between the times shown above. I am a bald person wearing a dress shirt and tan slacks, carrying a black lowepro camera bag and a blue portabrace video camera bag.

I find the way I was handled overdone, but you be the judge. I will inform United Airlines of this incident as well.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/8/2014 9:11:49 AM
Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/11/2014 7:10 PM Airline & Flight Number : American 1079 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : On April 11, 2014, while choosing an opt-out security screening, I was sexually assaulted by the TSA agent performing the screening.

During the process, among other inappropriate touching, the agent pulled out the back the waistband far enough to look down the back of my pants, while performing the screening on my thighs she twice hit my pubic bone/vagina with her hands with high pressure, she squeezed my right buttock with her hand and squeezed the front of my right thigh with her hand.

I travel several times a year on business and I have always chosen to opt out of the machine screening, so I have a clear understanding of TSA pat down procedures. What was done to me at Raleigh-Durham was not a security pat down, it was an assault.

5/8/2014 10:24:05 AM

The woman in question was a very tall, heavy set, African American woman with very short salt and pepper hair.

I await a response to my complaint.

(b)(6)

Brunswick, ME 04011
(b)(6)
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It May Concern,

I had a flight out of San Jose Airport on Southwest on Monday, May 5th at 10:40am. My family and I went through security a little around 9:30am. I am 5 months pregnant and was holding my 19 month old when I was selected for a random testing. They swiped my hands with a wand and an alert showed up. That is where the confusion began. They wouldn't let my husband grab my bags or our stroller and they wanted me to set my daughter on a chair (this seemed reasonable) but my daughter is too young to just sit there, I needed to either give her to my husband or put her in the stroller, so this took 4 employees to figure out a solution, which involved the woman who was with me to shout 2 stations over " I HAVE AN ALERT HERE!". After a phone call and about 10 min it was decided I could let my husband take her.

They searched my stuff and then the people at the belt with our stroller were telling us (with attitude) that we needed to take our stroller. This was really frustrating, because we tried and everyone was adamant that I not move or touch anything.

I was then surprised that they wanted to test my daughters hands, she's 19 months old!!!! I agreed, but didn't want to, she's a baby. I hope she retains no memory of this. At that point, being 5 months pregnant, I was done, so I started crying during the pat down.

5/9/2014 12:05:44 PM

I was told repeatedly that this was routine and lots of people get alerts and it was probably nothing. Of course my daughter's hands were fine, but once again after confusion, discussion and another possible phone call, they decided a needed a more thorough pat down. I had to just stand there, still crying, while all of this was figured out. We were then led to a room where I was thoroughly rubbed down. Finally, we were allowed to leave.

I appreciate that you have a hard job and must do random screenings, that isn't my complaint. My complaint is with the behavior and lack of organization among your employees.Why would you say it's nothing when we are required to comply and be put through a humiliating ordeal? Why would you shout across the screening area? Why would you subject a child to this? Why would you do any of this when you don't even know what the next step is? Please train your people properly before placing them in positions of authority. I have traveled frequently and this is by far, the worst and most humiliating experience of my life, I can't even imagine how that would have worked had I been traveling without my husband.

Repectfully,

(b)(6)

To whom it may concern:

I recently passed through the Charlotte NC airport on my way to Florida. On my first pass through security I was immediately targeted to screen. My first indication was that my hands were swabbed well after I had already touched items that were on the belt, such as shoes, bags, as well as the containers that the bags go into. After going through the body scan, they groped me for whatever they thought I had for no apparent reason. After a couple of moments, I was then told that I had tested positive for bomb residue. They pulled everything I had, took everything out the bags and then patted me down once again in another room. After about 25 minutes or so, they released me without further questioning.

You would think that they would know that a 37 year old, Caucasian women with a military family traveling with her husband, who was in the Army is probably not a suspect. I found the whole thing to be highly suspect of the TSA at this airport simply putting on a show. I also noticed on two occasions now that practically everyone being targeted at this airport were Caucasian women. Does that make any sense to you? Meanwhile, go ahead and let the terrorist wearing a turban or hijab with a large suspicious bomb shaped case walk through the checkpoint unnoticed, because they're too busy targeted baby wipes, hand sanitizer and e-liquid.

5/9/2014 2:13:48 PM

What I would like to know is what are your regulations for swabbing hands? The major issue I had with this process was that they swabbed me after I had touched other items that weren't mine. Also, I told them that I am a e-cig/vapor smoker in order to quit cigarettes. The liquid in these items contain glycerin, but they didn't want to hear of it. One of the guards even claimed that they never had an issue with them, which is another issue all together; because any trained guard would know that glycerin will set off a false positive and if they had looked in my bag, would have seen the e-liquid for these items. In other words, they were just out for the search and show.

Your time is appreciated.

(b)(6)

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Your time is appreciated.

Regards (b)(6)

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 5/9/2014 3:13:34 PM Airport : PHL - Philadelphia International Date/Time of Travel : 04/27/2014 3:45 AM Airline & Flight Number : United Airlines 384 Checkpoint/Area of Airport : TSA security screening TSA Employee: (If Known) :
Comment : I was one of the first people to enter the screening area when it opened that morning. I told a TSA employee that I wanted a pat-down instead of subjecting myself to the radiation in the scanning device. He told me that there was a $150 fee for anyone opting for a pat-down instead of going through the machine. This was news to me, and when he saw my surprise he said that this was a new policy that had been implemented just that month and said he was surprised that I hadn't heard of this. At that point I didn't know what to do - I was very upset, since the rest of my party was going through security to catch our flight and I didn't want to be left behind, would not subject myself to the backscatter radiation, and didn't have $150 in cash on me. Finally the TSA employee told me that it was just a "joke" (I didn't laugh) and told me to proceed to the pat-down area. I don't know if this was "just a joke" or an attempt by a TSA employee to get a bribe from me, and it was *extremely* upsetting. Unfortunately I didn't demand to talk to a supervisor or get this guy's ID since I was seriously afraid that I'd be detained and miss my flight. Please check your security camera footage - I'm very easy to spot, being one of the first people through security when it opened and having both a foot-long bushy beard and a large ring in my nose, and hopefully you can identify the TSA employee in question.

5/9/2014 4:21:52 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller applied for the TSA Precheck Application Program over a month ago, and he has not received any information regarding the status of the application. He is unable to check the status online. Also, he has difficulty removing his shoes due to a medical condition.

Advised Caller:

For additional assistance, please contact the Universal Enrollment Call Center at ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

5/9/2014 5:05:01 PM

If a passenger cannot remove his or her shoes due to possible medical complications, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

To whom it may concern,

I just got through security at JFK airport and am thoroughly disappointed in the TSA personnel. They don't even utilize the body scanners they have here, they haven't the last several times I've flown, and they completely abuse the TSA pre. Almost no one had to take laptops out of bags or their shoes off, and we were just walking through a metal detector. The guy that was watching the screen wasn't paying attention at all, he was talking instead. Then I got selected for a random pat down, and they didn't even do the pat down. I feel completely unsafe flying. I have no idea where the hell your $7.39 billion budget goes but it's obviously not into the training of your employees.

5/10/2014 9:38:24 AM

Sincerely,
(b)(6)

Sent from my iPhone

Because I fly fairly frequently between GRR and Florida I have a lot of opportunity to compare tsa and pre-tsa set ups at different airports. GRR has a poor set up at the B terminal. With pre-tsa you are told you do not have to take jackets or shoes off. Unfortunately the pre-tsa line does not allow for people who have metal in their body that cannot be removed. For me that is a hip replacement. You cannot access the X-ray machine from the pre-tsa line. You have to walk back to the entry to go to the X-ray machine. Then the tsa worker back at where you left your luggage on the conveyer belt is confused because you left your bags and walked away. Then you show up at the X-ray machine, because you are told by the first tsa worker to do it that way, and the worker demands that you take your shoes and jacket off. When you try to say you are pre-tsa they say you should go through the metal detector at pre-tsa then decide they need to do a manual pat down even after you have gone thru the X-ray machine. When you explain you have a hip replacement another worker says in the background that if you just took your metal off they would not have to do a manual pat down. I wonder if they would provide a surgeon to remove my metal hip replacement? This is a horrible set up. MCO is a much larger airport and this has never happened to me. It happens repeatedly at GRR. GRR cannot assume that pre-tsa customers do not have medical metal in their bodies. This prejudice needs to be corrected. GRR needs to look at systems in other airports that know what to do.

5/10/2014 5:02:41 PM

Thank you,
(b)(6)

Sent from my iPad

Hello,

I have an inquiry regarding pat downs. I was recently patted down flying out of JFK & on my international return flight. I do realize that this is for security measures. I assumed mine was random but no mention of it was stated. I had no metal on me & the only jewelry I wore was a small set of diamond studs. I feel some explanation should be given as to "why" this is being conducted, random or a sensor was set off. I am a little offended as I didn't see anyone else getting patted down...

5/11/2014 9:22:50 AM

I am looking for an explanation please.

Regards
(b)(6)
Sent from my iPhone

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

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Remote Client IP: (b)(6)
Date Time: 5/10/2014 8:07:46 PM

5/11/2014 9:23:06 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Entering TSA checkpoint in Pittsburgh at 10:50.
Comments:When approaching the backscatter machine I waited my turn and told TSA agent in a firm voice; "I would like to op out". She announced to everyone; "We have a radio broadcaster here!" I was taken aside and the stop on the assigned spot and raised my arms (I always op out and am familiar with the procedure). The TSA agent the announced; "We have trouble here". He patted me down at least two times. On the second pat down he grabbed my testicles to check behind them. The pat down was so invasive I later had to go to the mens room to unwed my underwear. When I asked him his name he walked away and would not talk to me. I would like to file a complaint that I was improperly treated and molested.

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

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Remote Client IP: (b)(6)
Date Time: 5/11/2014 9:02:08 AM

5/11/2014 11:16:26 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SWA Flight 654, 9:45 am, BWI airport, Terminal C
Comments:TSA agent (b)(6) a 6'1" tan-skinned, overweight black male, has been the worse I've encountered in the opt-out procedure. While I appreciated Supervisor (b)(6) time and commentary about the scanners, as a Research Scientist/Engineer, I am personally not convinced, thus my CHOICE to opt out.

Furthermore, he wanted details; they are enumerated below:
1) Overly-aggressive pat down procedure
2) Caustic attitude towards traveler
3) Poor behavior and manners
4) Publicly making a scene with loud talk
5) Trying to incite a negative response
6) Profiling and targeting from other TSA agents thru communication devices

When I told (b)(6) I had his name, (because of name tag to make this complaint), the best response he could give is "Is that a threat?" That is called provoking a passenger!
If he is not trained to be courteous, then he should dismissed.

Other passengers, including a Maryland State Trooper were witnesses along with the multitude of video cameras.

(b)(6)

New Orleans, La
(b)(6)

5/11/2014 1:06:02 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA Stands for Torturing Special needs Adults....

In the past three weeks I have gone through security at Airports four times, and have been pulled out of line for the PAT DOWN all four times. Why, because of my new titanium knee joint. It seems That TSA has no other way of clearing me other than having a female agent groping my private parts searching for contraband. Not even my status of TSA pre-check saved me.

Standing there with your legs spread apart and your arms out while a strange gloved woman reaches into areas of your body that are very uncomfortable i.e. your crotch, up and down your legs, around your waistband, and above and below your breasts. It made no difference to me when the agents proclaimed that they were using the backs of their hands. I had no choice in the matter, they were touching me and it felt dirty; at two of the four pat downs, I began crying.

On one Pat Down, I asked for a private screening. BIG MISTAKE. I was subjected to a more vigorous search, with the woman's supervisor watching. It was almost unbearable. I got the feeling that the extra attention was because I inconvenienced them. Sort of an insurance policy for not asking ever again for a private screen. You see it takes two female agents to do a private screen.

If being groped in public is not humiliation enough, I had to explain why I cannot raise my L arm in the air by telling the agent and anyone else that was listening that I had polio as a child; a fact that I had never gotten accustomed to sharing with many people.

All of this for the safety of the flying public? If 60 year old handicapped Women with joint replacements are the ones who are the new terrorists, then I suppose the whole world is in trouble. Shame on you TSA for not figuring out how to exempt handicapped adults with metal implants from this humiliating facade.

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/11/2014 1:06:02 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
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Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
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5/11/2014 1:06:02 PM

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Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA Stands for Torturing Special needs Adults....

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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/12/2014 6:20:34 AM

5/12/2014 8:28:33 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight DL3423
Comments:TSA agents FAILED to recognize my Precheck status when I showed them my military id and Precheck passed issued by the agent at point of entry in the waiting line. The African American male giving the patdown could not speak legible english. I cannot emphasize enough the apparent lack of training and attention to details displayed here today. It reeks of incompetence.

5/12/2014 8:31:37 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/11/2014 8:27:31 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 05/11/2014 4:30 PM Airline & Flight Number : Alaska air 535 Checkpoint/Area of Airport : Main screening area gates 1-11 TSA Employee: (If Known) :
Comment : I asked to opt out of X-ray screening, he was the employee who met me. Up until this point all TSA employees had been very friendly and professional. Immediately his body language indicated he was irritated. He asked if my pockets were empty. I did a quick re check and told him everything except for my ID. His abrupt response was "your pockets aren't empty then are they? Your pockets need to be empty" So I held my ID in my hand. Next he asked me which bag was mine. My family carries three identical black wheeled carry ons. I said one of those. Through this part of the conversation he seemed determined to escalate the matter. In the end I told him technically all three bags could be considered my property. So he collected all of our baggage. At this point other employees were rolling their eyes about his behavior and trying to be nice to my wife while he was harassing me. It was at this time that he sarcastically said when you tell me they are all your bags it changes things. He went on with the pat down and finished and left. I can't help but think I was treated this way because I opted out of the screening.

This employee stuck out from the others, all the rest were very friendly and polite. This employee obviously knows he can bully passengers because no one would talk back for fear of retribution. I cannot stress enough how poorly I was treated, printed words do not do it justice. I am going to attempt to get identifying information on the employee concerned before I fly out Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller indicated that he reported his complaint on the TSA blog but also wanted to call. He traveled from MSY on 5 7 with United flight 1460 from Gate D. He indicated that he was at the checkpoint between 4:15pm-4:45pm. He indicated that he was put through the Precheck line. He has a left knee replacement that requires that he go through the scanner and be wanded. He advised the TSO of the metal implants. The female TSO required a male TSO to conduct the patdown. It took forever for the male TSO to come over. His complaint is that the male TSO conducted a full patdown and also that the TSO was unhappy to conduct the patdown and his attitude was that he didn t want to do it. The male TSO asked him to remove his wallet after discovering it during the patdown. The TSO looked through the wallet and the caller felt that this was unusual. The male TSO is stocky, African American, and 5 8 or 9 in height.

The TSO did not reply when asked if the AIT were working. The caller observed that AIT was not being utilized.

5/12/2014 12:01:46 PM

The caller asked if Global Entry is recognized at MSY or there is any type of program of that nature at MSY.

I explained that TSA recommends that passengers remove items from their pockets prior to passing through the AIT or WTMD to reduce the likelihood of an alarm. The TSO is required to clear the item to ensure that it doesn t contain a prohibited item, which is why that he asked in regard to the wallet and opened it.

I advised that I have documented the information provided at would refer to the CSM at MSY to make them aware. The CSM has the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that he would need to contact Global Entry in regard to whether they are airport specific. We don t have information that speaks in regard to this. The caller declined a contact number.

-----Original Message-----
From: CRL
Sent: Monday, May 12, 2014 9:07 AM
To: TCC-Referrals
Cc: (b)(6)
Subject: FW: (Complaint) TSA Contact Us: Complaints

Dear TCC Referrals,

Thank you for sending this along as the word profiling was in the complaint. We've determined that this appears to be a customer service and rudeness complaint. Therefore, we are referring this back to you for appropriate handling.

Thanks very much,
Harleen

5/12/2014 12:28:01 PM

Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----
From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Sunday, May 11, 2014 7:22 PM
To: CRL
Subject: (Complaint) TSA Contact Us: Complaints

The customers information has been attached to this email.

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.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, May 12, 2014 10:58 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 5 12 2014 10:57:48 AM

5/12/2014 12:28:04 PM

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
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5/12/2014 12:28:04 PM

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(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
The caller was discriminated against by Delta twice on the plane and wanted to know who to contact.

Callers Wife:

The caller stated that a lot of the time she gets patted down when she flys from ATL to NY. The caller stated that she is not sure why and wanted to know why. The caller wanted to suggest that the TSO should advice passengers of what causes them to have an anomaly. The caller stated that her husband does not touch her the way her last patdown was. The caller stated that her and her husband both are selected for extra screening a lot. The caller stated that her husband has a rod in his arm and that she did not have any knee implants.

5/12/2014 12:41:42 PM

The caller was advised to contact The Aviation Consumer Protection Division at 202-366-2220. Handles service complaints with airlines.

TSA has no jurisdiction over airline complaints.

The caller was advised that from a personal experience sequence on a shirt caused an anomaly as well as a lanyard. The caller was advised that if a passenger alarms the anomaly must be cleared. Things sometimes like a thick scar as well could cause an anomaly. The AIT scans the outside of the body. The caller was informed that there is not a way to avoid a patdown.

The caller was advised that a TSO would probably be more familiar with common things that cause an anomaly, but we do not have information supporting if they are able to tell the cause of every anomaly.
Caller wants to know the rules for traveling with baby food. She says in Des Moine she had the baby food in pouches, they were told because of the size of the pouches her husband needed to have a patdown. She says in Sky Harbor she was told the items too large to take. She wants clarification for screening.

Told caller
5/12/2014 1:20:08 PM

I explained to her there was an exemption for things for babys.
When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula, milk products; juice; gel or liquid-filled teethers; bottled water; and baby food. She should declare it all to the officer before screening starts.
I explained to her there were several levels of security screening, so not all the officers will do the exact same thing. But as long as it was screened is what they need to do.
I explained to her that these items do sometimes require additional screening but I could not tell her that it would require her husband to have to have a patdown.
I explained to her that she maybe having issues due to the baby food being in the foil pouches, they may not be able to xray through the pouches. She can always ask for a supervisor at anytime and maybe they can assist her or tell her it was the foil pouches causing the problem.

Caller wants to know when she will be required to go through which technology before she arrives at the airport.Says TSA needs to hire smarter people to do their job so good honest people will not have to got through delays that do no good.She seems to think that TSA develops its screening procedures specifically for each airline and seems to be suggesting that TSA make the AIT units mobile so they can be moved around in the airport.

5/12/2014 1:32:43 PM

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. 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.Offered John Pistole's address for suggestions on improving security and she declined.Suggested she do more research on the subject of security.

5/12/2014 2:25:20 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 5/12/2014 12:26:25 PM Airport : RIC - Richmond International Date/Time of Travel : 5/10/2014/0930 Airline & Flight Number : UA 557 Checkpoint/Area of Airport : B TSA Employee: (If Known) :
Comment : First, i am 65 and had a hip replacement 2 years ago. I always inform the first agent to avoid the metal detector-which always results in a ridiculous putdown. On this occasion, I was late for the flight due to a traffic accident. I counter THIRTEEN TSA blue shirts in the area and ONE person was checking IDs. I politely told him that I was about to miss my flight. He told me that "everyone says that." I was TSA pre-check. When I got to the screening machine, I AGAIN told the agent I had a right hip prosthesis. Nevertheless, I was asked, "What do you have in your right pocket?&quot. Again, the agent did a pat down. I thought I was finished with these non-communicative folks when "Bobbie" (middle-aged, fat white man)told me he wanted to check my carry on. He made me go to a corner where I waited. When I told him to hurry and that I was about to miss my flight, he told me to relax and he called his supervisor (a fit, middle-aged black man). I had to recount the story again. I offered to help him find what was causing his concern. He refused. He rifled through my bag until he found the culprit- a 2-pound bag of grits that I had bought in Charleston. First, that bag of grits had been through CHS, IAD, BOS, and EWR WITHOUT anyone doing anything. Second, once he saw it, he didn't touch the bag. If a damn bag of grits DOES look suspicious, shouldn't it be examined?
I think this man was jerking me around. I want an APOLOGY from the manager of TSA at RIC. Thirteen agents standing around joking and complaining about how long it is until the next break is NOT MY IDEA of protecting passengers. Is it yours? An agency that deliberately delays a traveler who is late and examines his carryon for a bag of grits is not my idea of either HELPFUL or USEFUL. Is it yours?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Screening
Current Date/Time : 5/12/2014 6:52:51 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : How do I forward this letter to the LA/Ontario Airport TSA Office?

2005 hrs. 5-11-14, LA/Ontario International Airport - TSA

I had inadvertently left my wallet and a mini headphone in my pocket while moving through the security checkpoint. TSA employee (b)(6) located the items, had me remove them from my pockets and place them in a bowl. He then requested a pat-down search and hand swab.

5/12/2014 8:13:13 PM

Two days ago my boarding pass was labeled with "PRE" and as such was allowed to proceed through a second security checkpoint without removing items from my pockets, without removing shoes and without removing my belt. This led to some confusion as I proceeded through the security checkpoint two days later.

When I was finally cleared by TSA, employee (b)(6) turned to face me as he stood within three feet of me, leaned toward me in such a manner that I mentally prepared to defend myself. He raised his voice to the level of a command voice and said to me, "next time sir, remove everything from your pockets". He held the stare for a couple of seconds then turned his back to me and walked away.

In my 34 years of law enforcement experience I have always been trained to attempt to de-escalate or defuse a situation first to minimize any potential of physical force. TSA employee (b)(6) addressed me in such a manner my personal defenses were heightened and I was prepared to push back had he moved any closer to me.

I requested to speak to a supervisor and TSA Supervisor (b)(6) answered my request. I informed him as to what had occurred. He was understanding and offered me his card and the name of the TSA employee involved. (b)(6) informed me to how to file a complaint if I chose to do so. He was very understanding, and assured me the situation would addressed.

I observed the TSA checkpoint for approximately 40 minutes. TSA employee (b)(6) appears to know and understand his position within the checkpoint area and performed those duties competently. He was direct and matter of fact as he spoke to and directed individuals through the checkpoint. I am unaware of any actions I may have done which would cause him to respond as he did to me. It was not anything I may have said, as I did not speak to him throughout the entire process.

At 2049 hrs. TSA Employee (b)(6) eft his workstation and entered a small office. He was conversing with Supervisor (b)(6) If the incident involving me was the topic of their conversation, I consider the matter concluded.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/12/2014 6:29:21 PM Airport : TUS - Tucson International Date/Time of Travel : 05/10/2014 2:15 PM Airline & Flight Number : alaska 641 Checkpoint/Area of Airport : going thru check TSA Employee: (If Known) (b)(6)
Comment : My daughter was flying with her babies, 8 month old whom she had to carry and her 2 year old. She beeped and the gruff tsa employee (b)(6) sent her back to remove her necklace and asked me to go through, I beeped cuz I have a titanium hip, {I always beep and except this humiliating pat down every time I fly}, she sent me back to wait for female assist. We were laughing at how we all were beeping and were trying to keep (b)(6) our 2 year old from getting upset and then the grumpy stern TSA lady says willis, has to go thru by himself,..but he won't cuz the lady is so angry looking, I without thought went back through to see if I could get (b)(to come to me his grandmother...the tsa lady yells at me to go back! Well now (b)(6) is so scared he will not go thru....meanwhile a big line is forming, and luckily another nice Tsa lady comes and tells the angry unpleasent (b)(6) that they (mother and child can go through together, (b)(doesn't want to even go through with his mother now, he is so scared! This was so uncalled for!!! Your intent should not be to scare small children. Flying should be a fun happy experience for them. There is no reason TSA employees cannot smile and be happy while doing their jobs!!! On the trip down from Seattle my daughter did not beep with the same necklace on but was asked to hand her babies {over luckily she had a friend with her the children knew} and go into a room to have her hands swabbed!!! She could not even see her children!!! Are you profiling mothers carrying babies? This is uncalled for. She could have been by herself and expected to leave her babies with a stranger! Why did she have to go into room where she could not see her children? This is so wrong! She is a mother so of course she has baby butt creams, hand sanitizers, ectra on her hands. We appreciate that you are trying to keep us safe, we just ask for you to use common sense, and be pleasent!!! If you want small children to walk themselves through. have a candy treat or at least a smile for them!!! We as tax payers pay your salaries do not forget this. We tolerate your body searches, ect. but we do not tolerate uncalled for rudeness and being threatened by angry hateful employees! We are innocent until proven guilty!! It is our constitutional right!!! You have made flying an embarrassing unpleasant experience for me and anyone with metal body parts but to scare small children and mothers who have babies is just beyond unacceptable.

5/12/2014 8:13:20 PM

Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Incident on May 12, 2014, approximately 6 PM.

I opted out and was given the pat down by (b)(6) (name as best as I can remember). Unfriendly, at best. As I was struggling to return my items into my 2 carry on bags, gathering shoes, jacket, phone, computer, boarding pass, and identification, I was rudely spoken to by a short, old, brunette woman who barked at me to get my stuff out of there. I responded, "I'm working on it", yet she persisted with another rude order.

5/12/2014 10:09:03 PM

How about an offer to help? Or, if that's not a possibility, a gentle encouragement or understanding prompt would have been reasonable, even though I was already doing my very best to remove myself with all of my belongings out of such an unpleasant environment. Why is the simple act of KINDNESS so rarely offered by your people? What possible improvement in the situation could come about by such an ugly demand?

Please talk to this unfortunate woman who so badly craves control through aggression. She is poorly trained, and creating unnecessary tension. And I would like an apology.

Thank you,
(b)(6)

My wife and I were flying out of San Antonio to Cancun, Mexico a few weeks ago and we were inline for security and proceeded to the TSA Pre line, when we got to the line we presented our Global Entry ID cards to the TSA agent, but were told that we didn't have a TSA Pre number on our boarding pass and that we didn't qualify for Pre, I'm not even sure he recognized the Global entry card, as the agent made some comment about it, but to avoid being flagged for pat down and search we quickly complied and went thru regular security screening.
According to your website we qualify for the Pre lane using our Global Entry ID.
Can you clarify the situation for us?

5/13/2014 8:49:42 AM

sincerely,

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

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 13, 2014 1:20 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5 13 2014 1:20:19 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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5/13/2014 8:50:27 AM

Remote Client IP: (b)(6)
Date Time: 5 13 2014 1:20:19 AM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
Disability Description: Caller has a severely disabled child. She has a G-Tube and an implanted device.

Response Details: I apologized to the caller, told him that he could call 72 hours prior to his flight, give us his itinerary and we can have someone there to help them go through screening. That person would be there to specifically help him and his family.

He said he will email the written complaint. Your complaint can be sent to either
TSA-CRL@tsa.dhs.gov.

Travelers may call TSA Cares toll free at 1-855-787-2227. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

I told him there is no Precheck for the reason he mentioned, but he can go to tsa.gov to pre enroll. To apply, travelers may submit an application through TSA s Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA Pre u2713 eligibility for 5 years.

5/13/2014 9:35:35 AM

However, if there is an alarm, there will be additional screening.

Incident Details: Caller has a severely disabled child. She has a G-Tube. The luggage is opened and her liquid nutrition is inspected. They had to use 6 bins for all their items. The line was very long on both sides. They have food that goes through her g-tube and he had told the TSO that it is medically necessary. The TSO told him that the liquid must be in a clear bottle. He was pulled aside and given a patdown. There is no probable cause. They deserve a prescreening for her. He said that they are affluent family that is going on vacation. His daughter is obviously disabled and handicapped. They need to be treated with respect. He is the farthest from a terrorist. It is intrusive. There is no probable cause for him to be patted down. No reason a person should put his hands on the caller. Caller stated that TSOs should be properly trained. He was offered to talk with the supervisor but he refused because he thought it would add to the frustration. He wanted to know if they can have a prescreening so that TSA will know the situation and know they are not terrorists, just an affluent family with a disabled child. He referred to his family as a disabled family.

They flew out of MCO, but this has happened in other airports.

Callers aunt (b)(6), flew internationally into JFK, then on to FLL via JetBlue. During the screening in JFK, her aunt was given a patdown by a man. Her aunt does not speak English and tried to tell the officer no, but he said that he was just inspecting and continued the patdown. There was a female agent there, but the male did the patdown. She is upset and wants to make a complaint. The officer was short, tan (Latino or Indian), black hair, with no facial hair.

Advised caller:

5/13/2014 1:59:30 PM

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

Airport: JFK
Airline: JetBlue
Flight number: 201
Date Time: May 12, 2014 at 6:55 PM (6:00 checkpoint)
Location: Terminal 5
Px Description: Red scarf around her head, black top, with a red and white skirt.

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 5/14/2014 11:09:55 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/09/2014 10:00 PM Airline & Flight Number : EK206 Checkpoint/Area of Airport : Departure Security screening / Terminal 4 TSA Employee: (If Known) (b)(6) ??) Comment : Dear TSA representative

5/14/2014 12:08:38 PM

I am using this channel to file a complain against one of your screening officers. I was traveling on Emirates flight EK206 from JFK terminal 4 to Milano on 05/09/2014. I went in time through check-in and continued for security screening. When I reached the screening area, I've noticed that queue I was assigned to is dedicated for a "body scanners". Once I've realized, I asked the nearest TSA agent to use alternative screening. This is for a well known reason of "excessive" radiation (compared to regular metal detector frames) and additionally privacy reasons. There was another scanner being in operations next to the body scanner and this was the standard metal detector frame. I was denied by a TSA agent (lady) and told to wait. This is the point when things started going wrong. The TSA agent was being rude and highly unprofessional. She hasn't gave me any option or alternative for pat down, nor she told me I can't use the other form of screening. I was just told to wait and she shouted over the crowds of another passengers to another colleagues something I didn't understand. I have to stress out here that I was traveling with my family and this unprofessional approach from this agent was highly embarrassing to me. This agent has just kept me waiting and there was no follow up. I became nervous as I was standing on one place waiting for about one minute or two before the screening and blocking the way other passengers were going for screening. At that moment, I turned my attention to her again, asking what is happening. She has not just answered inappropriately and unprofessionally, she even started shouting at me in front of all. Apparently, she wasn't in the best state of mind and mental state. Probably she was irritated by the fact that I've chosen not to use a body scanner. She indeed used the words: "You have to keep waiting", when I asked for how long more, she answered "For as long as needed". This was so rude and humiliating, especially because she was yelling at me and in front of all the passenger around. I seriously felt like some criminal or that I was waiting for some verdict... How unprofessional this was.. I was really badly mistreated as she continued arguing rudely with me. She absolutely doesn't know anything about professionalism, customer service and how to treat people with dignity and respect. Later after some time, another TSA officer (male) came to assist me and conducted a pat down search. This gentleman was very professional and did his work well and in a reasonable time. Moreover, he apologized to me for waiting too long. I absolutely understood and all went good with this gentleman. I would like to appreciate his work here. Once I was done with pat down, I went back to the first TSA officer (lady) to ask for her name in order to complain. She rudely turned her back on me and refused to communicate. Other colleague of her told me her name is (b)(6) (I'm not sure if spelling is correct) and to complain to supervisor, who was nearby. When I've reached the supervisor, I was disappointed again as the supervisor also couldn't provide me a name of that TSA officer, stating that she is not her staff. However, I was given a paper feedback form to fill. Because this whole situation took some time, I didn't have time to fill this up. Moreover, I was late to go for my flight and my name was even being paged on a final call. I had to run to the departure gate in order not to miss my flight. I haven't even had time to use a washroom or another facilities at the airport. I was in a very bad state and highly displeased by that hassle and absurd behavior of TSA. I had to board as the last passenger on a transatlantic flight without even having the minute for toilet and personal hygiene. While on the flight, I became ill and I am still recovering today. All in all from this whole situation caused by unprofessional TSA handling and rude agent, I require to know how this complain will be handled and I need to know the follow up on the full process. I request you to fully investigate this incident as I believe you have an access to CCTV footage. I also demand an apology on behalf of this TSA agent and expect your proactive approach while seeking options to compensate. Additionally, I would like to suggest to you to train your officers properly with regards to customer service, before they are released to communicate and deal with passengers. After all, I have paid an airport tax which includes your screening services and I don't deserve to be treated in inhumane and humiliating manner. I reserve to maintain my rights for an official lawsuit or attorney, in case this online complaint will not be answered, investigated and/or resolved to my satisfaction. I would like to inform you that I keep this case on my watch list and will make it my utmost priority to have it resolved in a timely manner. Please get back to me on my email address: (b)(6)

Regards,
(b)(6)

Would you like a response? : True
Passenger's Name (b)(6)

Caller: Her daughter will be flying to Hawaii. She will be renewing her driver license. Wanted to know if she dont get her drivers license back on time what she could use to get through the check point. Also she and her partner will be flying from Sacramento to Vancouver. He will have a plastic cast and some metal pins when they fly. Wanted to know if he will have problems going through the checkpoint.

Advised: The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

5/15/2014 11:59:41 AM

About the cast and metal pins many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.
A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Caller wants to know about random security checks. He wants to know specifically how people are selected at random for checks when they are announcing names over the intercom that all sound Islamic. There is no way that this can be random and he wants to know how this is done and why. United told him this was TSA doing this.

I told him that:

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.

5/15/2014 2:44:41 PM

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. 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 board the aircraft.

We understand and regret the inconvenience that was experienced as a result of screening procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site (www.tsa.gov).

The Transportation Security Administration (TSA) does not discuss or release specific security procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

He asked who else he could speak with about this. I told him that even a supervisor here would tell him the very same thing because even we do not have access to specific screening information.
I told him that we do not even know who is calling people over the intercom and why.
You may write to headquarters if you have concerns.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

5/15/2014 4:22:44 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Philadelphia International Airport

From (b)(6)
Sent: Thursday, May 15, 2014 3:57 PM
To: TCC-Referrals
Cc: (b)(6)
Subject: Complaint (b)(6) May 2014

Attached is a passenger complaint received via US mail copying TSA ACY but addressed to US Senator Sherrod Brown. Per requirements of OD 400-5-1A it is being sent to the TSA Contact Center. I was made aware of this incident the day after it happened, if you need additional information please feel free to contact me.

5/15/2014 10:19:20 PM

Char Levin
Transportation Security Manager
Atlantic City International Airport
200 West Parkway (b)(6)
Egg Harbor Township, N.J. 08234
Office 609-569 (b)(6)
Cell (b)(6)
HYPERLINK (b)(6)

(b)(6)
Staff Assistant
U.S. Senator Sherrod Brown
1301 E. g•h St. (b)(6)
Cleveland, Ohio 44114

Caller said that she has a hip replacement and had to get a paldown. She stated that they just patted down her arm. She does not understand that. She said that during the patdown she was facing away from the bin with her carry-on items. She put a tigers jacket in the bin. When she went to pick it up, it was not there. She stated that she was given the number for lost and found. They did not have the jacket. She stated that a tape was viewed and the person told her that they could not tell what happened to the jacket. She wanted the address to send a letter to the airport to complain. She is requesting 70 or 80 dollars for the jacket. She said that she wants to sent the letter to someone who will reply to it. He husband got on the phone and said that if they can not tell what happened to the jacket by viewing the tape that anyone could put something like a weapon in the bin and it may not show on the camera. She wanted a claim form emailed to her. Caller provided the flight information for me to send to the CSM instead of contacting them herself.

Airport - DTW
Airline - Delta
Flight Numbers - 1199
Departure Times - 5:40 pm
Arrival Times - She arrived at DTW at approximately 2 or 2:30 pm
Date And Time of Incident -4 4 2014
Location Of Incident
Gate - Does not know
Terminal - Does not know
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved (b)(6)

5/16/2014 10:37:13 AM

I gave the following information: TSA regrets that you found items missing from your carry-on luggage To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.
I told her that I do not have a mailing address for the airport. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code of DTW. I mailed her a claim form. I advised her that I would forward her record to the CSM at DTW for review.

5/16/2014 6:03:38 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/16/2014 4:30:59 PM Airport : LIH - Lihue Date/Time of Travel : 05/16/2014 9:30 AM Airline & Flight Number : Alaskan 850 Checkpoint/Area of Airport : TSA checkpoint for gates 7 TSA Employee: (If Known) : TSA agent (b)(female) &(b)(6) Supervisor I spoke with Comment : I am 6 months pregnant and opted out of the metal detector screening and opted for a pat down. After waiting for a while- I could no longer see any of my belongings on the conveyor belt. I was traveling with my husband. One of the other TSA agents could see I was concerned about my items as they were not in my plain view and asked my husband to grab them. The other TSA agents kept apologizing for the wait time and were talking asking where my female agent was. Then when my female pat down TSA agent came named (b)((last name) she was very aggressive and said to not communicate with anyone nor move my belongings and asked where my things where. I told her I was waiting so long that my husband had moved them and I could not see where he was. She then aggressively told me I was not waiting a long time and that she would "rewind the surveillance video and time how long I actually waited and that no one should have moved my belongings." I explained to her, her colleueges told my husband to move them and she shouldn't speak so rudely to me. She proceeded to tell me I didn't wait long and she would rewind the videos from the Surveillance cameras to show I didn't wait long. She then told me "You should be more patient. When you opt out you just have to wait till we can get to you-" in again an unnecessary angry tone. I was then patted down and was so upset I was trying not to cry while in the screening area. After walking away I started to cry and people in the airport where looking at the situation that had occurred. I went to my gate and then went back to the screening area to speak with the supervisor -(b)(6) He was very professional and said he would address the situation. I explained I understand and respect TSA's job at hand but nothing I said warranted the customer service I received from agent (b)(; I've never been spoken to that way by an employee at the airport nor TSA. I was visibility upset explaining the story again to Supervisor (b)(6) I ask That this be addressed because I would not be surprised if this happens again and has happened many times with Agent (b)(She seems as though she speaks to people this way regularly which was very alarming.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/16/2014 7:50:26 PM

Caller said yesterday she was in Vegas with her mom and daughter. She had a stroller and a TSA female agent told her to put the stroller on the belt. She said it got stuck on the tunnel coming out of the xray. She said they were being trampled by other people behind them. She said the Oriental TSA agent checking IDs told her not to put the stroller in there if she knows it is going to get stuck. She said she told the female officer that the other female officer told her to do this. She said the female officer was mean and slung it on the ground. She did not get her name. They took an Allegiant flight and it was at 12:45 pm at the checkpoint. She declined providing her email address. She said she just wants them to address this with the officer and that she does not need to be rude to them. She said she felt like the TSA officer was trying to start a confrontation with her as she was just trying to put her child in the stroller. She said it was unnerving and she has never been treated like this before.

Complaint:CSM
Claims Complaint

Airport:McCarran
Airline: Allegiant
Flight Number:unknown
Departure Time: 05-15-14 at 12:45 pm
Arrival Airport and Time:Rockford at 7:37 pm
Description of stroller:Regular size Rhapsody stroller that has wider back tires and went through the wheelchair side
Location: checkpoint
Terminal:unknown
Gate:A 11
Contact Information:(b)(6) and declined her email addresss.

Response:I advised her the TSA officers should treat her with dignity, courtesy and respect.

I advised her that I will refer this to the CSM at the airport.

Response:As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/16/2014 5:50:16 PM

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

5/16/2014 8:08:30 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tampa International
Comments:A while back there was a traveler that had a Urostomy on his abdomen. He asked the TSA agent not to pat it down but was ignored. The pat down caused his Urostomy to leak urine on him. It was in the news and TSA took action to prevent it from happening again.
Recently leaving TPA, I flashed my blue TSA medical note card, went thru the scanner, and was approached by a TSA agent who started to pat down my Urostomy as I told him that touching it could cause it to leak. After some pat down he stopped and let me touch it so my hands could be scanned for residue.
It wasn't crowded so there was no rush.
I'm sure he was just trying to do a good job.
Please remind the agents that the slightest pat down can cause Urostomies to leak.
Worst case I can lift my shirt to show it to the agent; though I'd rather not.
Thank you.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, May 16, 2014 6:04 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 5 16 2014 6:03:57 PM

Attachment:

5/16/2014 8:08:46 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5 16 2014 6:03:57 PM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

5/16/2014 9:02:32 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/16/2014 8:33:37 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/06/2014 Airline & Flight Number : UNITED Checkpoint/Area of Airport : SCANNER DURING SECURITY CHECK FROM IRELAND TSA Employee: (If Known) : UNKNOWN Comment : I went through the scanner at the security checkpoint after arriving from a trip to Europe. The scanner detected a positive for chemicals related to explosives. I thought it was just a mistake. If chemicals are being picked up from the scanner that we use in our daily lives for toiletries; and we are then subjected to this type of treatment it is absurd. I had to be subjected to a wipe down of my hands and then a final pat down of my breasts and vaginal area in a private area of the security check area. My husband was treated rudely just because he asked if he could take my passport and other baggage. I was afraid of what was going to happen to me. Nothing was explained to me about where they were taking me and what was going to happen. I felt like a criminal in my own country when I have never done anything illegal. I'm not sure what is going on with these scanners, but they are not working. I was totally humiliated by the experience and feel like I was treated unfairly.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/17/2014 1:02:12 PM

Hello,
I flew from Denver to Dallas yesterday (May 16th) and witnessed an incident involving your employees.
I was going through security in the TSA-select line and there was a young woman ahead of me who said to TSA employee (b)(6), "I am pregnant. I would like a pat down instead of going through this machine." (b)(6) screamed at her, "Why? This ain't going to hurt you." The woman said she was afraid of it and (b)(6) said, "Well, then you'll have to go ALL the way around there (pointing in a vague direction). She then proceeded to make fun of the young woman with other employees, "She think she going to get hurt in a metal detector."
I was going through security at the time and I don't know how or why, but the woman ended up going through the metal detector and came through it crying and obviously shaken. As it turned out, her husband and mother were on the other side of security and afraid to say anything during this incident (due to (b)(6) behavior).
I went up to (b)(6) (politely) to get her name and she screamed as I walked away, "TELL THE WORLD". At this time, her supervisor, (b)(6) approached to explain the difference between a metal detector and the security machine that uses XRay technology. I told him I appreciated the explanation, but it wasn't the point. (b)(6) actually screamed at a young pregnant woman who was obviously scared. He said, "Yea, I saw that." He then told me there was another level of supervisor I could talk with who was behind the podium.
I talked with a gentleman there (who wasn't wearing a nametag). He listened to this whole story and said, " OK. She needs to improve her customer service skills." I explained to the man that (b)(6) should not be interacting with the public. Any person who thinks that is acceptable behavior shouldn't be employed by the TSA. He said he would pass my concerns on.
I'm obviously still incensed about this incident, enough so that I am writing yet another complaint about these people.
Please get (b)(6) out of any customer (passenger) facing position. For that matter, (b)(6) watched the whole incident and didn't make a move until he saw me asking for (b)(6) name.
Employees like this give TSA and the US government a bad name.
I would appreciate a response to this.
Thank you for listening,
(b)(6)

5/17/2014 3:03:28 PM

Dear TSA,

My compliment and complaint is in regards to my TSA experience at Ontario International Airport (ONT) between the hours of 9:30AM to 10:00AM Pacific Time. My name is (b)(6) and I was going to depart from ONT to SJC on Southwest Flight 3937 in Terminal 4 leaving at 10:50AM.

My husband and I are a gay couple. When we travel together through the TSA Security Screening, we always inform the officer checking the tickets that (1) we are traveling together, and (2) we are a couple. We only had one previous bad experience and over a majority of TSA officers respects us as a "group" going through TSA Security Screening.

To help you identify me in the security camera, I have black hair, am 5'4", wearing gray shorts, a gray American Eagle polo, gray shoes with a blue lining, and white socks. To help you identify my husband in the security camera, he has dark brown hair, height of 5'11", wore glasses, wearing striped shorts, and gray t-shirt.

I want to file a formal complaint to the officer who is an older gentleman, heavyset, gray hair, sitting on the most east side of Terminal 4 checking tickets with two other officers at the TSA Security Screening booths. When we informed him that we are traveling together and we are a couple, he stated that we should still be separated. After telling the officer that it was wrong, my husband later went to the female officer adjacent to my officer to go through the TSA Security Screening booths.

We both went through the most east side scanners. You can see me asking for a manual pat down and being escorted by a Hispanic male to the back who was a leaner build and taller than me. I brought up my complaint to the TSA officer and he went to call his supervisor.

My compliment goes to your supervisor who willing to listen to my complaint and asked the appropriate questions on my situation. He made sure that I was fully aware of the situation and how to appropriately address it in the future. The supervisor was about my height (5'4") with an average build. The supervisor was coming out of the office room located on the west side of the TSA Security Screening. I really appreciate what the supervisor did and I hope all TSA officers understand that gay couples are like other heterosexual couples going through TSA Security Screening.

Thanks for reading my report.

(b)(6)

To whom it may concern:

We were scheduled to leave via Delta from Midway to Minneapolis
this morning at 9:13 AM.

Our arrival at Midway was approximately 8:20 AM.
There were several thousand people standing in line for 2 TSA agents.
(A single other line for Pre was virtually empty with other 2 TSA agents)
After a wait of approximately 30 minutes we reached the metal detector.
My wife is 85 and I am 90 years of age. We were both requested to remove
our shoes. I have a pacemaker and asked for a patdown. What followed
was rude encounter by an individual whose name was (b)(6)
Further, he insisted to tear open a gift we were carrying to the shower
of our granddaughter. It was a solid aluminum candle holder which
(b)(6) identified as too heavy to take on board. He proceeded to
call another employee to escort us to the airport exit.

5/17/2014 5:03:35 PM

The occurrance this morning was horrendous, almost unbelievable, and
might get you to think that we had an input to cause such behavior. The
fact is that we had no input, no comment other than telling the agent that
we have missed our flight.

On Sunday May 11 we boarded our flight from Ft Lauderdale to Chicago
for an American Airlines departure at 11:50 AM. Upon arriving in our home
in Chicago my wife was searching for her wallet which went through the
x-ray machine in her carry-on at the Ft Lauderdale airport. The wallet with
money content was no longer in her carry-on or anywhere else.

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

Caller went through screening in John Wayne airport. ETD showed something suspicious so she got a pat down. She believes all checked luggage was went through but one had a NOI in it and a limited edition book inside was damaged. Another bag had a bubble gun and it wasnt sealed and there are bubbles everywhere. Third bags zipper is now stuck and they cant get it open.

Informed Caller : I would send her a claim form via email. Also informed her that since the book was valuable I would send the information to the CSM at John Wayne to make them aware of the situation.

Information to follow :

5/17/2014 6:42:00 PM

Airport	John Wayne
Airline	Alaska Airlines
Flight #	587
Date - Time	17May2014 8:04am
Baggage Description	Burgandy bag that says Skyline, Large Burgandy bad has broken zipper
NOI	Timestamped : May 17 8:04am
Contact Info	(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/17/2014 6:56:47 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/17/2014 4:00 PM Airline & Flight Number : AA 1438 Checkpoint/Area of Airport : By customs - near grand hyatt TSA Employee: (If Known) :
Comment : I had requested to not go though the scan as I am pregnant. The lady that preformed the pat down was very rough and rude towards me.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/17/2014 7:11:27 PM

My iPhone disappeared while I was going through the security at JFK on May 16, 2014, around 10:00 PM. Evidently, while I was being x-rayed and then groped by the agent, with my back to my bags, my things were being left unsecured by the agents for somebody to remove my iPhone.

Those agents acted in unprofessional manner allowing such a things to happen. When we are being asked to leave our things and than move to the personal scanner, the personnel should be careful to note that only the right person has access to our things, while we are being forced to leave in their care.

Under the circumstances, I can only be grateful that the thief did not also removed my wallet, with cash and credit cards in it, which would have forced me to cancel my entire European trip. As it is, I will be away for the extended time, without telephone, having to secure personal information on my phone, and unable to contact my family, as I travel.

5/18/2014 11:09:55 AM

Sincerely,
(b)(6)
Email:(b)(6)

Sent from my iPad

My iPhone disappeared while I was going through the security at JFK on May 16, 2014, around 10:00 PM. Evidently, while I was being x-rayed and then groped by the agent, with my back to my bags, my things were being left unsecured by the agents for somebody to remove my iPhone.

Those agents acted in unprofessional manner allowing such a things to happen. When we are being asked to leave our things and than move to the personal scanner, the personnel should be careful to note that only the right person has access to our things, while we are being forced to leave in their care.

Under the circumstances, I can only be grateful that the thief did not also removed my wallet, with cash and credit cards in it, which would have forced me to cancel my entire European trip. As it is, I will be away for the extended time, without telephone, having to secure personal information on my phone, and unable to contact my family, as I travel.

5/18/2014 11:09:55 AM

Sincerely,
(b)(6)
Email:(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/18/2014 11:40:05 AM Airport : TPA - Tampa International Date/Time of Travel : 05/17/2014 12:00 PM Airline & Flight Number : Spirit 813 Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

5/18/2014 1:07:49 PM

Comment : While going through security in TPA I had my 2 year old daughter in my hands and was advised my hands would need to be tested. I have had this done before and did not have an issue with it. When the test strip was placed in the machine it "detected explosives". The man that tested my hands was frustrated and said the machine had detected explosives on everyone he tested and that he cleaned his hands etc. He stated the machine wasn't working. I was then advised I would need to receive an intensive pat down. I asked why if your machine isn't working. I asked they test my hands on a different machine. I was advised no and I would need to receive the pat down. I was very upset I was advised I had to go through this especially since my TWO year old daughter was with me and no one else was traveling with us so I could avoid her having to see this. I was then pulled into a room and the TSA employee (b)(seemed as if she was having a bad day. My daughter was crying as she had no idea what was going on. (b)(6) had a NASTY attitude and told me if I would quiet down she could get this over with. I then told (b)(not to talk to me that way. She went and talked to her supervisor (b)(6) was his last name. When he came into the room I told him I do not want (b)(to pat me down and get someone else. I was advised I had to wait. I told (b)(6) I felt uncomfortable and mortified, violated because they were aware the machine was malfunctioning and I was still being required to do this in front of my two year old. While we waited for the new TSA employee I believe her name was (b)(6) to come and pat me down my daughter's diaper bag was taken to get tested. As all of her items were being pulled out and tested of course she was screaming because a stranger was touching her things. When (b)(6) arrived the INTENSIVE pat down began in front of my crying 2 year old. I tried to console my daughter by telling her the lady was tickling me but that didn't work. I was EXTREMELY uncomfortable throughout the process and felt violated. The way your officers are asked to conduct pat downs is insane. I get we have terrorist and TSA is trying to keep everyone safe BUT your machine was malfunctioning and YOUR employee was well aware of it! My daughter had to suffer and see her mom go through this unnecessary horrific experience that could have been avoided if they retested my hands on a functioning machine! Not only was I violated, mortified, treated like a criminal, disrespected but my daughter had front row seats! Several things went wrong...TSA was aware of a malfunctioning machine and refused to honor my request testing on a functioning machine, you had a NASTY, rude employee that does not care about customers having to go through this traumatic experience and has no regard to a 2 year old freaking out, I was touched in ways I would only allow my significant other to touch me and my daughter had to experience this ALL with me! WAY TO GO!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has one leg.

Response Details: Informed caller that complaint needed to be in writing and caller said to send him an email. Gathered caller s email and gave him the return email address. Informed caller an email would be sent to him within 24 hours.

5/18/2014 3:54:57 PM

Incident Details: Louisville airport makes him hop through a metal detector back and forth. Usually he gets sat down and wanded and a pat down. Louisville always makes him hop through and they are the only one that ever does it. This is the fifth or sixth time they have required him to do this.This time he forgot his cell phone on his belt. They made him hop back to the beginning then they made him pass through again and when he did his foot got caught and he fell. He wants to file a complaint against the Louisville Airport.

I refer to my email to you dated May 16 2014, and wish to further clarify a few points. I believe that this action is necessary due to the fact that some of your staff have already proven themselves to be liars in this matter.

First of all, I am at a loss to understand why your agent refused to process me at the combined Premier Access/TSA Pre checkpoint. While I accept that the Premier Access queue had been closed (why was this closed?) the fact remains that this checkpoint is one which is shared across the Premier Access and TSA-Pre tagged travelers.

Were those officers of yours suddenly no longer physically qualified to process Premier Access passengers?

Nothing else had changed there: you had the same personnel, using the same hardware, who earlier in the day had been processing two streams of passengers within the one stream.

But by refusing to process me (on a queue that had zero other people waiting to be processed) you were telling me that your staff were unqualified 0or incapable of performing their jobs!

5/19/2014 8:27:42 AM

And in so doing, you caused and created serious discomfort, by forcing me to walk back to the other entrance. As I noted in my earlier email, I have mobility issues, and your failure to offer me any form of respect in this matter is not appreciated.

When it came to the actual screening of myself, I have previously accused your staff of intimidating me and of bullying me.

I WHOLEHEARTEDLY STAND BY THESE ACCUSATIONS.

When you review the video footage, you will observe that I proceed through the scanning system with no issues.

Despite the assertions of one of officers, I did not register when passing through the scanner.

Your officer, in making that assertion, has lied.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Test
Zipcode:

5/19/2014 8:30:27 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? Yes

Which U.S. airport were you traveling through?

Caller is calling on behalf of her boss. Caller wants to know why her boss got selected for a patdown and the caller wants to know if her boss is on a special list to get a patdown.

5/19/2014 8:37:41 AM

Advised caller the following information:

Advised caller TSA doesnt have a special list that gets passengers selected for a patdown Advised caller the patdown process is random. Advised caller her boss could have had something on him or something showed up when he went through the checkpoint that would make him have a patdwon.

Good morning.

The email below is being forwarded to TCC-referrals for appropriate handling.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

5/19/2014 12:14:30 PM

From: (b)(6)
Sent: Sunday, May 18, 2014 12:42 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/18/2014 12:41:44 PM

5/19/2014 4:17:36 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/19/2014 1:59:42 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 05/17/2014 9:00 AM Airline & Flight Number : United Flight number not known Checkpoint/Area of Airport : Term C TSA Employee: (If Known) : Not known Comment : My 14 year old daughter, traveling on a Church School class trip to Wash. DC, went through screening and set off the alarm. The Agent then used the wand over her and apparently the metal brads on her shorts were what set off the alarm. But, the Agent proceeded to pat her down, with no adult from the group present. The Agent claimed she had to do so because her supervisor was watching. The person immediatley behind my daughter also set off the alarm, yet she was not patted down. My daughter, flying for only the 2nd time in her life, was mortified and embarrassed. Why was it necessary to pat her down, especially with no adult present? And, why was the Agent forced to do so because her supervisor was observing? My daughter is white, and looks the farthest thing from a security risk as there can be. The pat down was unnecessary and I am incensed that it was done, especially with no adult from the school present. I was not there as it is a class trip but had I been I would have objected to her treatment. I expect a certain level of common sense to be used in such circumstances, particularly when a child is involved. Your website indicates that pat downs are used rarely, especially with children. The Agent's actions were out of line with your website's statements. I would like this issue to be addressed and I would like to speak to someone about it. I particularly want to know who that supervisor is that so intimidates his or her employees that one of them felt she needed to pat down a 14 year old girl dressed in shorts. Please respond.
Would you like a response? : True
Passenger's Name : (b)(6) (b)(6) - father) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/19/2014 5:56:39 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 5/19/2014 5:02:48 PM Airport : EWR - Newark International Date/Time of Travel : 05/19/2014 4:45 PM Airline & Flight Number : air canada 7745 Checkpoint/Area of Airport : near gate a11 TSA Employee: (If Known) :
Comment : My pregrent wife was denied a pat down when we requested one before the body scan. She was basically forced to use the body scan or "wait a very long time" even though passengers get a pat down after the scan. Our rights have been violated since policy says the scan is optional. Why does tsa even try and argure When we make such a request?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is a flight attendant with a Canadian airline. She goes through screening often at different airports. She has her medication in a ziploc bag that she always asks to have hand screened. She takes Probiotics that is bothered by the screening equipment. She stated they usually wand it and pass back to her. Yesterday, she flew through Houston, IAH, and they refused to hand screen it without doing a pat-down and searching all her luggage. She told them that she didn t have to go through the pat-down: that applies to screening liquids only. She told them that supervisors have told her otherwise.

I advised caller that the policy does state that you may be subject to additional screening when requesting a hand inspection of your property.

She stated that another supervisor went through the policy and she was told that that it wasn t required.

5/20/2014 9:19:28 AM I can send her the policy via e-mail (caller declined).

She goes through JFK, PHL, BWI, and wanted to know why it isn consistent at every airport.

The screeners do have final say as to what can go through the checkpoint.

I can send her complaint to the CSM at the airport, but the issue she is describing is part of the policy.

5/20/2014 10:19:34 AM Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/20/2014 8:45:42 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : AA17 Checkpoint/Area of Airport : Delta pre-check line TSA Employee: (If Known) : Female large with attitude Comment : I was traveling with my daughter. Both of us have global entry and pre-check on our boarding passes. I pass through scanner, followed by my daughter. The scanner beeps, then I am selected for full screening including pat down. I have no problem with random screening. What I do have a problem with is the surly attitude and treatment like a criminal. If I have already undergone a background check including an interview, is there any reason to be aggressive once selected for additional screening? I always opt-out of the scanners, but as soon as I do so, it is as if I am a criminal with no rights. As a U.S. Citizen and TSA approved flier, I deserve better! Surely you can train your screeners to act more professional, especially towards experienced fliers at your pre-check lanes...
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from Detroit Michigan to PHX then to Palm Springs CA on Southwest Airlines. Caller stated the TSO agent (b)(6) was rude and the caller stated the screener said that he had to have a patdown because of an ostomy. He stated the screener asked him where he was going and was rude. He asked for a supervisor. The caller didnt get the name of the supervisor and they apologized to the passenger for the way the TSO was acting. The caller stated the screener was very unprofessional and was treated rudely and the supervisor told him to call the contact center and make a complaint.

5/20/2014 11:42:24 AM Advised caller I will forward this issue to the CSM at the airport. Advised caller if the CSM has further questions they may contact him through to his phone number or his email address.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/20/2014 10:03:04 AM

5/20/2014 12:11:19 PM
Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):West palm beach airport agents name is (b)(6) heavier set woman with short dark hair . Monday May 12 th at about 6 am
Comments:I went through the body scan then robin insisted the pat down she touched me very inappropriatly two times under my waist !! I felt very very violated !! I have flown over 200 times this has never ever happened ! Looking to make this right without taking legal action !
Caller has a disability and he has a knee replacement. He is having problems with TSA. Because he is a veteran, he was told to call TSA. Instead of going through TSA and having a problem, what does he need to do?

5/20/2014 12:48:03 PM I asked if he was looking for assistance at the checkpoint or just information on the screening process. He wants information.

If there is an alarm, the screeners have to perform a pat-down to clear it. He stated he doesn t have a problem with the pat-down. They do a secondary pat-down and put some type of acid on his skin and it makes him break out.

Caller asked to speak to a supervisor.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30907

5/20/2014 2:12:13 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Newark Liberty International Airport

5/20/2014 3:06:52 PM

Caller encountered a rude screener at STL.She has metal implants and when she went through the WTMD it alarmed and she was required to wait 4 hours for a female to perform the pat down and she had to walk through the security check point with her shoes off the whole time she was being treated rudely by the TSO.She is a GOES member and is confused about why she was treated one way at STL and another way LAS.
Informed caller how to report her complaint directly to the CSM. (b)(6)
Phone: (b)(6)

5/20/2014 4:30:57 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 5/20/2014 3:43:54 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/20/2014 1:45 PM Airline & Flight Number : SWA222 Checkpoint/Area of Airport : Checkpoint TSA Employee: (if Known) :
Comment : I paid to get TSA precheck and was approved a few months ago. I also had an implanted peripheral nerve stimulator put in a few weeks ago. Today I am flying for the first time since my implant. I went to the TSA precheck line and requested to be wanded as my doctor and Boston Scientific advised me to. I was informed that you haven't wanded people for years and I would have to have a pat down and explosives screening as well as now having to remove my shoes and jacket. It appears my choices now are to go to the TSA precheck line which is shorter and I don't have to remove my liquids or laptop but I have to receive a pat down because you no longer wand passengers or I can wait through the much longer regular security line, remove my shoes, liquids and laptop so I can use AIT. It seems to me that your TSA precheck as it stands discriminates against anyone that has a medical condition that would set off a standard metal detector including those with joint replacements and pacemakers. I was clear with the person who processed my TSA precheck application that I was doing this to make it easier as I must travel frequently as I am part of a clinical trial for this device. If I had know I would not actually be able to use TSA precheck I wouldn't have wasted my money.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Tuesday, May 20, 2014 3:13 PM
To: TSAExternalCompliance; Bandy, Kimberly J
Subject: (b)(6) Civil Rights Civil Liberties Complaint)

Dear Ms. Bandy,

Attached please find a letter from the ACLU of Northern California regarding a complaint submitted on behalf of (b)(6) Additionally, a copy has been sent to you today via the U.S. Mail.

Sincerely,

5/20/2014
4:31:27
PM

(b)(6)

Fresno, CA 93707
Tel (b)(6)
HYPERLINK (b)(6)
https (b)(6)

-----Original Message-----
From: CRL [mailto:CRL@tsa.dhs.gov]
Sent: Monday, April 07, 2014 7:42 AM
To: (b)(6)
Subject: RE: (Complaint) Civil Rights Civil Liberties Complaint on Behalf of (b)(6)

Dear (b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 20, 2014 2:25 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 5 20 2014 2:25:17 PM

5/20/2014 4:31:32 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:
Brooklyn
State:
To Whom It May Concern;

This past weekend I was flying with my family from NY LaGuardia Airport to Bangor International on Delta Airlines. On our return trip on Sunday May 18, Bangor TSA detained us for extensive screening for carrying our 14 month old epileptic son's bottles and a few containers of his medically necessary HYPERLINK "http://www.nutricia-na.com/pages/ketocal41liquid.htm"KetoCal 4:1LQ through. Though we expected this, as we have travelled with him and his KetoCal before, we did not expect to be told that we could not keep or carry his KetoCal 4:1LQ sealed containers with us because they were registering as radioactive materials and therefore were considered contraband on an aircraft. The containers could not be opened, as they would then have had to be consumed very quickly. They are also quite expensive, and not always covered by insurance.

Despite the fact that we had a doctor's note from his pediatric neurologist in New York City and submitted to extensive pat downs and other screenings, the supervisor in charge said that this was policy and there was nothing she could do. It took several suggestions on our part for the TSA officer and supervisor to even look at his doctor's note.

5/20/2014 6:12:42 PM

We have never encountered this problem in airports before. The maker of KetoCal has never heard of this happening with their product while other patients are traveling. Had this happened at the beginning, rather than the end, of our trip - we could not have gone at all.

I am appalled at how this was handled by the Bangor TSA and feel extremely lucky that we got home without my son having a seizure. It is my hope that you resolve this issue so that other families do not have to endure what we did - it is difficult enough to travel with a child who is sick.

Sincerely,

(b)(6)
Long Island City, NY
(b)(6)

Caller said she is blind and uses a guide dog. She said she was traveling with another person who did not have a guide dog but he was blind too. She said he got through the checkpoint with no problem but she did not. She said she is a Diabetic. They traveled from Wilmington NC to Philadelphia then to Binghamton NY. She said the experience was humiliating. She said they kept yelling at her to go this way and then that way. She said the agent was very nasty to her. She said she had to take off her shoes and remove her belt. She said her pants almost fell off. She said they were rude to the person she was with too. She said her ticket said PreCheck but they did not let her go through the PreCheck lane. She said they held the plane for them but it was late. She said they did the patdown. She said they felt all over her body. She said she was told to remove her dogs harness but she said she would never do that. She asked what is the procedure for removing the dogs harness. She said she has never been treated this way. She said they were told they did not have a chair to sit down but then they got one. She said she wants someone to know about this and she told them she was going to complain. She said she would like this information about a guide dog in an email.

RESPONSE: I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident. ALSO: You may request a PSS at the checkpoint for assistance on future flights.
Date and Time of Flight: May 20th, 2014 Scheduled to departed at 7:00 a.m. but delayed until 7:05 a.m .
Gate or Terminal: Not Sure
Airline: US Air
Flight Number: Not Sure
Airport: Wilmington NC
Email: (b)(6)

5/20/2014 6:44:45 PM

RESPONSE: If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.
Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.
Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:
• The passenger can walk through first with the dog following behind on its leash.
• The dog can walk through first on its leash with the passenger following behind.
• The passenger and dog can walk through at the same time.
If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Caller said he wants to speak to the highest supervisor available. He said ever time he flys he has problems. He said he has a Redress number. He flew from SFO on Saturday and was 40 minutes with TSA. His Redress number is (b)(6) He said flying back today, he was pulled out of line. He said he has 4 SSSS on his ticket. He said his wife was pulled out of line. He said 40 minutes again. He said they sat down and 6 agents showed up. He said he and his wife went for a walk and he is followed. He said he got to the plane and 6 TSA agents pulled him out and they went through his luggage again and he got a patdown.

RESPONSE:

5/20/2014 9:10:46 PM

Preston took over the call.
Caller is very frustrated because today at Las Vegas he was followed by 6 TSA agents and pulled him and his wife for extra screening. Caller advised that he had already applied for Redress and the agents did not care about that. Caller stated that he carries the letter with him that he received from TRIP. Caller wanted a number or a contact person for TRIP, not an email address.

Advised caller that there wasn't much we could do further for him at the contact center and that he needs to email TRIP to see if there is any resolution that they can provide. Advised that he could email them at TRIP@dhs.gov and ask for a contact number for them or if someone could contact them. Advised that he could ask TRIP if there was anything further that he could due to prevent this from occurring in the future. Advised that he needs to check with TRIP and ensure that he is entering all of his information correctly when making his flight reservations.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/20/2014 8:39:13 PM Airport : MEM - Memphis International Date/Time of Travel : 05/19/2014 2:54 PM Airline & Flight Number : United 4544 Checkpoint/Area of Airport : C Gates TSA Employee: (If Known) : (b)(6) (first name) Comment : My name is (b)(6) I live in Houston and was in Memphis to visit family. When I made my flight reservations, I used my initials, P. C., since I was using a credit card that has my name as (b)(6) I have done this on dozens of flight reservations over the years without anyone questioning it or warning me to not use my initials.

On May 19, after I had checked in at the United Airlines desk to fly back to Houston, I proceeded to the TSA screening area. The desk attendant saw my name on the boarding pass as (b)(6) and called his supervisor over, a young woman named (b)(6) After looking at my pass, she informed me that my initials were not sufficient for the pass to be accepted and I would have to go back to the United Check-in counter and get a new boarding pass. I tried to show her my driver's license which not only has my full name, but also includes my signature as (b)(6) . I also had several credit cards with me with my name as (b)(6) . However, she wouldn't discuss that with me, so I went back to the United Check-in counter. At that time, I still had about 50 minutes until takeoff.

After the United counter agent attempted to change my name for a new boarding pass, she told me that her system wouldn't allow her to make the change and that I would have to call United Reservations and have someone there change it. I called and the phone representative also had trouble trying to make the name change. He told me that the only way to make the change would be to cancel the reservation that had my initials and make a new one with my full name. So I agreed to do that. My reservation was cancelled, but then the phone rep had trouble making the new reservation. After several attempts, he put me on hold while he got someone to help him. I was on hold for over 20 minutes. As time was running down until my flight departed, I decided to speak with (b)(6) again to plead my case. Just as I got back to the screening area, the phone rep came back on the phone and told me that the reservation couldn't be changed. I asked him to tell that to (b)(6) and handed her my phone. After a short discussion with the phone rep, she agreed that I could board the plane but not only would I have to go through the usual screening procedure but would also have to be patted down. By this time, about 35 minutes had passed since I had gone to the TSA area the first time and my flight was going to leave in about 20 minutes. But, knowing how much time had passed, (b)(6) wouldn't give me any priority to the front of the line. She said I could ask the people in line if I could go in front of them (while (b)(6) watched) and they graciously agreed as I quickly explained my situation.

5/20/2014
9:12:34
PM

I took off my shoes, belt, etc., to be scanned. I didn't have any carry-on luggage, having already checked an oversized bag at the check-in counter. My items made it through the scanner and I made it through the body scan. Then it was time for the pat down procedure. Again, no priority was given to me and no sense of urgency on the part of the TSA employee doing the pat down.

When the pat down was finished, I had seven minutes until my flight left. I got my shoes back on and raced to the gate. All of the other passengers had boarded. I gave my boarding pass to the gate attendant, but she could find no record of my ticket. My place on the plane had been given to a stand-by passenger and there were no more seats available. It dawned on me that when the United phone rep deleted my reservation, my seat was given to the other passenger in that narrow window of time. That's why the phone rep couldn't make my new reservation.

So I missed the flight.

With the plane gone (with my luggage), I went back to the screening area and told (b)(6) that I wanted to speak with her supervisor. I didn't get his name (maybe the head of Memphis TSA), but he showed a total lack of empathy. Although I had ID's with me, he said that no one could tell from looking at my boarding pass that I was the (b)(6) named on it, that I could somehow have gotten a hold of (b)(6) boarding pass. Wouldn't someone that wanted to cause trouble be more deceptive than that? He also told me that they were just doing their jobs. Yes, they were doing their jobs, but as the situation evolved, they knew that I wasn't a threat - that I was who I said I was, that I was someone that had made an honest mistake using his initials, but they still delayed me when some cooperation would have been so helpful under the circumstances and I could have made my flight.

From: (b)(6)
Sent: Tuesday, May 20, 2014 8:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 5/20/2014 8:46:50 PM

5/20/2014 9:12:42 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Customer Feedback

Comments:

As a military officer with 26 years of service and a TSA pre check member with 10s of thousands of air miles every year I have never witnessed such a poorly led, disorderly and disrespectful check point as the Boston Logan B gate on 20 May at 2015 Caller advised that she went through security at Newark Intl on 5 14 around 10:30am with her husband that was in a wheelchair. Caller advised that she was rudley treated by a TSO with the last name of (b)(6) Caller advised her husband was being taken through security and she advised TSO (b)(6) that she was TSA precheck. Caller advised that he told her she had 2 options go through the AIT or get a patdown and was unnecessarily rude and loud when telling her this. Caller advised that every time she tried to speak to him he talked over her and was rude. Caller did advise that the TSO that gave her a patdown was extremley nice and professional but didn t remember her name.

Advised Caller:

5/21/2014 10:12:49 AM

(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 Transportation Security Officer at the checkpoint 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.

From: (b)(6)
Sent: Wednesday, May 21, 2014 9:17 AM
To: TSAExternalCompliance
Subject: Complaint

See attached.

(b)(6)

(b)(6) New City, NY 10956
HYPERLINK (b)(6)

5/21/2014 10:19:56 AM

Passing through security for Jet Blue flight. Asked to wait for pat down. Finally TSA agent at the opposite side of the end of the luggage belt motioned me down. Went down, picking up my pocketbook and backpack from the luggage belt on the way. Walked over to agent, who immediately shouted in an accusatory and curt manner, Why did you pick up your luggage? (Didn t know I couldn t.) I was then told that Now you are going to cause a lot of trouble. She continued to rant but I was so shocked I can t remember all she said. She grabbed my pocketbook backpack and took me over to a counter where she swabbed my palms. Apparently that was the lot of trouble I caused. She calmed down somewhat and never did the pat down, nor did she look through my pocketbook or backpack.
I m a 75 year old great-grandmother, American citizen since birth, never been arrested, neatly dressed, polite, an attorney admitted to the NYS bar, previously employed by the NYS Senate Unified Court System for over 25 years. Why is it necessary for a TSA agent to treat someone like me in this manner? While employed by the State, I had to undergo periodic sensitivity training. I suggest your TSA agents need a course in good, old-fashion common courtesy.

When did this occur?
5 20 14, approximately 6:45 a.m.

Where did this occur?

Gate 18, Newark International Airport

Who treated you unfairly?
Caller:
She states that she had $100 stolen while at Newark. She was flying United at around 8:30 am EST.
She went through imaging 3 times and patdown. She states that she knows that a woman screened her carry on; a young African-American woman was doing the screening. The bills were folded in half.

Advised Caller:
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

5/21/2014 2:14:56 PM

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.

Airport: Newark
Airline: United
Flight #: UA1030
Date and Time: 5 21 14 @ 0830
Baggage Tag #: N A
Description: Black tote bag
NOI: N A
Gate: C126
Contact Information (b)(6)

Disability Description: Caller s mother has a pacemaker and asked for a patdown instead of WTMD or AIT but was forced to go through the AIT.

Caller wanted to file a formal written complaint regarding this recent experience at ORD.

Response Details: You were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations it must:
Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

5/21/2014 5:57:22 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

Incident Details: Caller s mother has pacemaker and asked not to be subjected to AIT or WTMD. She specifically asked to have a patdown instead but was refused and forced to go through the AIT scanner.

She presented a notification card regarding her pacemaker.

Went through the checkpoint shortly before 9:00 am.

She did not know the name of the TSO involved.

Disability Description: Caller is diabetic.

Response Details: Advised caller:

Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

When making a reservation, passengers should enter their TSA Pre u2713 known traveler number (KTN) into the Known Traveler Number field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer s travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate. Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency s efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

5/22/2014 9:16:04 AM Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

Incident Details: Caller is diabetic. Caller states that she is having problems going through the line because of her insulin pump. Caller states that she has a note saying that she can not go through the AIT machines. Caller states that she also has a glucose monitor that can not be screened either. Caller states that if she is allowed to go through PreCheck it would be easier because she could die if she disconnects from her pumps. Caller states that the officers at OKC were very rude to her on May 19th and would not listen to her when she told them that her pumps could not be screened through the AIT. Caller states that the entire experience was awful. Caller wants to know what she can do to get PreCheck.

Date: May 19, 2014
Time: 7:05am
Airline: American Airlines
Airport: Will Rogers Airport
Flight Number: 2464

Disability Description: Caller just had surgery to place an birth control device in her arm and the area is very painful and covered with a bandage.

Response Details: I apologized to the caller and told her that regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger s screening requires that the area covered by a bandage or dressing undergo a patdown.

.If a passenger has dressings and or bandages used to cover wounds from an injury, operation, or surgical procedure, he or she should inform the Transportation Security Officer (TSO) of the location of the dressings and or bandages and of any need for assistance before screening begins. dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger s screening requires that the area covered by a bandage or dressing undergo a patdown.

I told the caller that if you have any concerns while at the checkpoint you may ask for a Supervisor or a Passenger Support Specialist for assistance.
I told her although TSA does not require documentation you may use it to discreetly tell them about the device and all passengers should be treated with dignity, respect and courtesy.

5/22/2014 11:51:58 AM

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.

Incident Details: Caller wants to make a complaint against (b)(6) She was going through the checkpoint and she had a birth control implant. She had her papers with her. The TSO at the Metal Detector was told that she had the surgery and she tried to give him her papers so that she did not blurt it out for everyone to hear but he did not care that she had papers. She had bags that went through the belt. She walked through the Metal Detector. She was pulled to the side and she showed them her paperwork. She told them they cannot touch it because it is very painful. The older TSO was giving her a hard time and told her that they have to inspect it and they kept trying to touch it. She said there were people going through ahead of her with knee braces on and they were not stopped. She feels like she was singled out due to the bandage.
Airport:Stockton
Airline:Allegiant
Flight Number:Not sure
Date and Time:may 21st at about 1:30 pm
Terminal or Gate:Not Sure
The TSO involved was an older male with gray hair and a young lady TSO. He was very rude but she was doing what she was doing what she was told.

5/22/2014 12:05:13 PM

It is OUTRAGEOUS that there isn't a Global Entry security line at Newark. The TSA agents are the RUDEST of any airport. I was randomly selected for a "Pat Down". I was told to stand just past the x-ray machine and I said I wanted to watch my luggage. I was told 'DO NOT MOVE - YOU CANNOT WATCH YOUR LUGGAGE NOR CAN YOU TOUCH ANYTTHING". There were at least 150 people in line to get thru security and I didn't want anyone to take my luggage NOR ONE OF YOUR TSA AGENTS TO STEAL ANYTHING - AS IT HAPPENS OFTEN.

They insisted I had residue on my hands - UNBELIEVABLE!!!!! I took a shower before I left home and I was visiting my daughter and grandchild. I am 72 years old. My driver was the only one that had handled my luggage other. They had to wipe down my hands three times, my shoes, my luggage inside and out two times - THEN - another TSA agent came over and told them their machine was not set right and to switch it over.

How stupid are your agents - that they don't even know how to operated the machine that analyzes the white pad. The woman agent dug around in my luggage and commented that I have a lot of medicine. That is NONE OF HER BUSINES - WHAT MEDICATIONS I TAKE.

I THINK YOUR AGENTS NEED REMEDIAL TRAINING - ON HOW TO TREAT THE TRAVELER IN A MORE CIVILIZED MANNER.

It might help if they weren't all black, and rude!!!!!

(b)(6)

The caller stated that he is a GE member and that he is a LPR. The caller stated that the spelling of his last name on the airline profile is different than what is on his GE account. The caller stated that he used to get PreCheck as a FF with United and that when he started using his KTN he stopped getting it and wanted to know why this could be. The caller wanted to know if he could start getting PreCheck again if he stopped using the KTN.

Advised caller: Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Personal grooming and beauty items such as nail clippers, nail files, tweezers, and scissors (metal, with pointed tips and blades shorter than four inches) are not on TSA's prohibited items list and, therefore, are permitted in carry-on or checked baggage after proper security screening or inspection.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

A Patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a Patdown is required in order to complete screening:

5/22/2014 2:00:00 PM

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

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Passengers who have medical devices attached to their bodies, such as TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening. If the device can be safely screened by AIT, passengers can be screened using AIT.

In the meantime, individuals who are lawful permanent residents are eligible to apply for TSA Pre\u2713™ through the TSA Pre\u2713™ application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2713™ eligibility for 5 years at TSA Pre\u2713™ lanes at more than 115 airports when

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/22/2014 3:07:47 PM Airport : FLO - Florence Regional Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : US Airways 3793 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) : Badge#(b)(6) Comment : I will start by saying that I am a TSA PreCheck passenger. I fly between 30-40 weeks per year and have done so for about 9 years. I moved to SC over a year ago and began using Florence airport on a regular basis. I understand that they do not have a PreCheck lane, and I don't have a problem removing my shoes, liquids and laptop. The basis for this complaint is the "random" screening that I undergo on a routine basis. Two of the last 3 times I have flown I have been pulled aside for random screening. The most recent time, on Tuesday, 5/20/14, is the basis for my complaint. I walked through the metal detector and no alarm sounded. However, the officer asked me to step back through the detector and walk through again. My baggage had already passed through the belt scanner. This time an alarm did sound and the officer informed me that I had been selected for a "random" screening. My first question, why was I asked to walk back through? If it truly was a random screening, the person walking behind me should have been selected.

The officer swabbed my hands. I had not used any different lotions or substances than I have ever used in the past and have never had problems when I had my hands swabbed before. This time, the officer running the test did not say anything until the officer who stopped me asked for a result. At that time, he indicated that an alarm had triggered. I was not informed what substance was detected but was asked to step behind a curtain. The officer explained that the search would be more comprehensive than the usual (to which I have become accustomed) due to the alarm. Another officer began unpacking all contents of my backpack. I did overhear her tell the officer searching me that it was taking a long time because she kept having to reset the machine (the same one that they said alarmed on my hands). The officer doing the search offered to completely close the curtain while she patted me down, but I asked her to leave it partially open as my spouse was becoming concerned with what was happening to me. The search was much more thorough than usual, with the officer examining the inside of my collar and my waistband and touching every part of my body. She did explain in detail everything she was going to do before she did it, so I have no complaint about her manner during the patdown. She did walk over to my spouse and when he asked her what was going on and why I was being treated that way, she told him a substance on my hands had set off an alarm. He asked what substance and did not get an answer. He told her he didn't believe it and started to walk away. He had observed me walk through the metal detector and then be asked to walk through again. He heard her tell a fellow security officer that she was going to give him a lesson on "Get out of my face 101" and when the officer asked who she was talking about, she referred to him as "that white man." Before I was allowed to leave the area, the office got a piece of paper and wrote down my name from my ticket. When I voiced my concern to a USAirways staff member and told her what had just occurred, she was appalled at my treatment. She also informed me that flight attendants are even required to remove their shoes at the Florence airport. I have learned over time the items that I carry that seem to throw off the officers working in security. Florence is the only airport where I routinely remove my stapler from my bag and put it into a bin because every time they see the stapler, my bag has to be hand searched. What should be a quick pass through security has become a dreaded ordeal at the Florence airport-so much so, that I am considering driving the extra distance to fly from Charleston or Columbia. So, based on the narrative above, here are my concerns:

5/22/2014 4:17:30 PM

*Why was I asked to walk back through the metal detector when no alarm sounded the first time?
*If the screenings that I have been subjected to are random, why is it that I am selected so frequently?
*Why does the fact that I am a PreCheck passenger not factored in at all? I travel through major airports all over this country and walk through with my shoes on and with my liquids and laptop in my bag. If I am such a security threat, then why was I granted PreCheck status?
*Why was I not told what substance was detected on my hand(s)?
*If the officer swabbing my belongings from my backpack noted that the screening machine had to keep being reset, why was it not reset and the swab from my hands retested?
*If the substance on my hand(s) was considered to be dangerous, when my spouse identified himself as traveling with me, should his hands not have been swabbed as well?
*It was not appropriate for the officer to threaten to give my spouse "a lesson in Get out of my Face 101" *It was not appropriate for the officer to identify my spouse by race. Had the situation been reversed and a white officer said the same thing about a black passenger, that officer would be a candidate for a racially based civil suit.

Would you like a response? : True

Passenger's Name (b)(6)

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fare to patdown grand parents that are light haired and light skinned.

The caller was advised:

Every person and item must be screened before entering the 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.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

5/22/2014 4:19:32 PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

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

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.

Caller is asthmatic and has allergies. Caller stated that she flew from FLL and the officer that was at the check point was very rude and was very inconsiderate. Caller stated that she is allergic to many things and she travels frequently and she always asks the TSO to change their gloves. Caller stated that when she asked the individual at the checkpoint to change her gloves to give her a patdown the TSO stated oh my god you are so fussy . Caller stated that the TSO stated that she can not change her gloves and she would spray them with alcohol. Caller stated that the screener didn t explain where she was going to do the patdown or anything. Caller stated that it was a black curly haired lady with an accent she thinks may have been Jamaican. Caller stated that this incident caused her to have health issues. Caller stated that she wants something to be done about this because she does not want it to happen again in the future to her or anyone else.

Caller stated that there was an elderly lady in front of her and she could not lift her arm to go through the AIT and the screener was also very rude and gave the women a hard time she then took her to the side and gave her a patdown. Caller stated that they should have take the lady into a private room for the patdown.

Advised caller:

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.

5/22/2014 8:46:36 PM

If they have to patdown sensitive body areas they should have offered her a private screening if she wanted one. But I don t know what the specific circumstance so i will forward this to the CSM so they are aware of the incident.

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.

Airport: FLL
Airline: Delta
Departing time: 4:15 pm
Date and time of incident: 05 20 2014 01:30 pm
Gate or terminal of incident: Delta terminal D

Caller wants to know if the screening equipment uses radiation. Caller is pregnant. She was told that there is no radiation by one screener, but no one can tell her if there is radiation.

I cannot advise if the machines use radiation. They map the contours of the body and the energy does not penetrate the skin.

But, you can t tell me if they use radiation?

5/22/2014 10:29:12 PM

The information doesn t indicate how the equipment works. There are two types of machines that they use and one of them is no longer used. There is no more specific information about how they work because we don t want people using the information to get around the system.

If her baby comes back with a problem there will be a problem.

I m not sure how to respond to that. You can opt out for the pat down instead.

Caller turned down the pat-down after being told by a screener that there is no radiation. She has gone through several machines since, but she won't fly any more. Caller thinks that it is sad that TSA cannot tell her if the machines use radiation.

Disability Description: The caller is a Precheck participant as a Global Entry member and has a metal knee replacement.

She routinely flies out of DCA and oesn t set off WTMDs there. The WTMD alarmed at BOS today at 8:30am. She had to go through a patdwon and the TSO expressed concern that she alarmed their WTMD but not hose at other airports. She asked if TSA should be investigating the WTMDs being calibrated differently and if they are calibrated differently. She feels that this is inconsistant.

She indicated that she travels through several airports across the country and does not alamr those WTMD.

5/23/2014 9:22:18 AM

She asked what it means to have Precheck status and if additional screening is always required if there is an alarm.

She asked what card she can obtain from TSA in regard to to the metal implants to shwo the TSOs.

Precheck Status simply indicates that a passenger can receive expedited screening which entails leaving on shoes, belt, light outerwear as well as thier 311 bag and laptop in the thier bag. I advised that TSOs are required to clearl all alarms via additional screening. She can print a notification card via tsa.gov, but such does not exempt her from a Patdown.

Some of TSAs screening policies and procedures are considered SSI and are not made available to the traveling public.

I advised that I would refer the information to the CSM at BOS to make them aware of this.

Hello,

I recently traveled through Louis Armstrong New Orleans International Airport, and I received the worst treatment I have ever experienced in any airport worldwide. I have frequently had to travel for work all over the U.S., and more recently to Europe, and have gone through more security checkpoints than I can keep track of, and it has always been a quick, seamless process until this trip. According to all posted signs and available information, travelers are not required to go through the AIT screening, but may choose to "opt out" and "undergo alternative screening", which I always do, if necessary. This is even outlined specifically in the FAQ on TSA's own website:

http://www.tsa.gov/contact-us

5/23/2014 10:11:52 AM

Q. Can I choose the way I would like to be screened?
A. 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.

I have never had an issue; I am immediately walked through the checkpoint, my bags are retrieved, the patdown is quick and painless, and I continue on my way. However, on this occasion, not only did I stand and wait quietly for NO LESS than 20 minutes, but the female TSA directing travelers was quite rude, and then requested a "female assist" at least 3 times, even though another TSA agent offered to take her place and many other travelers were waved past me that did not go through the AIT machine. Meanwhile, my bags were left COMPLETELY unattended, which not only violates TSA's own policies, but also left my purse, laptop, and tablet exposed and at risk! It is nothing short of a miracle that they were still there. I felt completely discriminated against, and I felt it should be reported so that steps can be taken to prevent this kind of treatment before there is another public incident.

(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 5/23/2014 11:10:58 AM Airport : DSM - Des Moines International Date/Time of Travel : 01/31/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Normally I wouldn't say anything because although travelers may not always like the experience with TSA, they are doing their job to protect us. In this case though I feel additional training is needed.

My husband has a single side cochlear implant. He was advised by his doctor that he should ask to have the external processor hand checked rather than putting it through x-ray. So, he always takes the processor (hearing aid) off, places it in the specially designed unit carrying case (designed compartments to fit the processor and a couple of the unit batteries) and hands it to the TSA agent.

In this case, no one there knew what it was. I had gone through the TSA pre-check so was standing back watching and listening to this happen as my husband continued through the scanner along with his carry-on through x-ray. The agent the cochlear was given to asked who it belonged to but my husband did hear because the hearing aid portion wasn't on and he was in the scanner. I spoke up and said it belonged to my husband so they asked me to supervise the inspection which I stepped over and did.

5/23/2014 12:21:22 PM

The agent asked for a supervisor and asked what they should do other than the visual check. My husband was at this time through the scanner without being stopped, his carry-on went through without being stopped and he had put his shoes back on.

The supervisor then asked who the cochlear belonged to and instructed the other agents to give my husband a pat down, swap his shoes and inspect and swap his bag. Once those things were done the supervisor was called back and even though nothing was found, the supervisor then instructed the other agent to swap my husband's hands. Again, nothing.

I could have understood all this if anything had red flagged but the only apparent reason was because of the hand checked cochlear hearing aid and no one knowing what it was. I could have even understood had either of us made any comments, objected, or anything else. WE DID NOT. Again, you are doing your job and we wanted to get on our plane.

However, this is a medical device and you see them all the time. This entire check process after the body scan took an additional 20 minutes, not to mention the embarrassment of being pulled to the side after already being screened and the supervisor being called three times by the time he gave the OK to leave.

To me, this is a training issue. Again, this is a medical device (that for the most part looks like a hearing aid) and my husband was put through extensive screening ONLY because he has a disability. Before someone yells discrimination, I would want to address this and make sure it doesn't happen to anyone else or that we don't have to go through this again.

Thank you for your time and attention to this matter.

(b)(6)

Caller stated that she had a really bag experience with TSA on her recent trip. Caller stated that she got TSA precheck and her husband did not. Caller stated that they then separated ways. Caller went to the precheck line and showed her Identification and she accidentally showed her expired ID and then gave him the renewed license and told him she has metal implants. Caller stated that the person then acted like she was suspicious because of this. Caller stated that the person told her the lane had closed and he walked her to another line. That person told her that she can skip to the front of the line but she wanted to be fair so she waited. Caller stated that when she got to the front of the line they directed her to the WTMD. Caller stated that she informed the female officer at the WTMD that she would alarm because I have a metal knee. She then walked through and it alarmed. Caller stated that the female TSO then yelled at her for going through the WTMD and she kind of backed up and she yelled at her and told her not to back up into the WTMD and make it alarm again. Caller stated that they were rude and nasty with her. Caller stated that the male TSO that was at the checkpoint then came over he was very hostile. Caller was then asked if she told a certain officer who had his back turned and she said I am not sure because I can see his face. The male TSO yelled at her and said you are a liar and the TSO was busy so he could not turn around for her to see his face. Caller stated that she was then instructed to stand to the side and wait. Caller stated that they grabbed her by the shoulders and pushed her around but thankfully she was not injured. Caller stated that other passengers started walking by and asking her if she was ok and the TSO told them it was none of their business. Caller stated that the person that did the patdown was very nice and professional but the others she had encountered were not. Then a supervisor came over and asked what is going on and she informed her of the situation in a nut shell and the supervisor asked is she wanted to file a complaint but her husband was rushing her to come on and she passed but the more she thinks about the more she did not want the way she was treated to go. Caller stated that the male and female that she encountered should not work with the public because they were not under pressure and it was not even busy when she went through. Caller wanted to know if what is the difference with the 3-1-1 rules going through precheck and do they not screen the items when you go through precheck. Caller wanted to know what technology the AIT uses. Caller wanted to know if she will be contacted about this incident.

5/23/2014 12:46:42 PM

Advised caller:
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. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I apologized because she was unsatisfied with the way she was treated. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. You can request the supervisor at anytime if you since that you are going to have an issue. I have documented everything that happened and I will send this for you I don t know if they will contact you but they may

You can contact the CSM but I will be happy to take the complaint for you and make sure it is forwarded to the appropriate office.
Name: Salwa Al-Ghani
Phone: 510-636-(b)(6)

You don t have to remove the 3-1-1 bag but they still screen it. Caller like precheck and she didn t have to remove her shoes was nice.

Airport: Oakland
Airline: Jetblue
Flight number: 247 (?)
Departing time: 1:15 pm
Date and time of incident: 05 21 2014 12:20 pm
Gate or terminal of incident: Jet blue terminal

Caller is calling to file a complaint. The caller had a very bad experience. She was flying on Delta 2368 at 815 am from Atlanta going to Seattle. Caller had TSA precheck. She went into the precheck line. She has some silver bracelets that she never has taken off. They asked her to take off her jewelry and she didn t want to. She had to get a patdown. A female TSO came over and collected her luggage and told her to take her shoes off. She told her that she didn t need to take off her shoes since she was receiving PreCheck. She asked to speak to a supervisor named (b)(6) numbe(b)(6) or(b)(6) He was very unprofessional and got aggressive with her and she told him she didn t have to take them off. She stated he was biligerent and she asked to speak with his supervisor. He said he was in charge and refused to have her speak with anyone else. She was going to miss her flight and she went over and took over her boots and the girl gave her a patdown. She would like to be contacted.

5/23/2014 4:04:03 PM

Advised:
TSO s are trained to be professional in their interaction with passengers. I regret that wasn t your experience. I will forward this information to the CSM at Atlanta for review.

Airport where the incident occurred: Atlanta Hartsfield
Airline: Delta
Flight numbers 2368
Date and time of incident: May 22, 2014, 0730 am
Individual s contact information email
(b)(6)

I am a Global Entry/TSA Pre-Check qualified (b)(6) traveler who has had two hip procedures resulting in metal implants.

As a consequence, I am invariably subjected to a frisking/pat-down when I go through airport security.
Frankly, I find that experience to be invasive and demeaning, especially as an individual who has been pre-qualified from a security/TSA perspective.

Is there (should there be) a way for my hip situation to be displayed to the TSA personnel, tied to the presentation of my Global Entry card, so that I am not continually subjected to this awful experience.

5/23/2014 8:02:21 PM An alternative is to have the "sniffing" security machines available at the Global Entry/TSA Pre-Check lines.

(b)(6)

Manassas, VA 20110

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/23/2014 6:14:25 PM

5/23/2014 8:02:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Air tran flight 297 Gate B7
Comments:I do not appreciate the security patting me down. I was told to spread my legs while the security rub up and down my legs...her hands touched my crotch...I honesly felt violated...I have never withness this before. You all need to get body scans, this is unfair that a customer has to go through this...you all are worried about security, but what about the security of the customer. Why should I subject myself to this. I am pissed. I felt as if I was raped.
Disability Description: Caller is disabled. She has an implant and requires a wheelchair.

Response Details: I advised caller that I would send her information to the CSM for review and would email the information about how to write in her complaint.

Incident Details: Caller is disabled. She stated she wants to complain about the abuse of power situation with TSA. She wants to file a formal complaint and wants the film looked at. She set off the alarm because she has an implant. They didn t have the AIT.

She was standing there and her purse was left sitting, and she was concerned.

They patted her down including the groin area. They asked her if she could stand when she was sitting in the wheelchair. Caller advised that she thought this was retaliatory.

The initial screener called over Supervisor (b)(6) (a female). She asked to write down the justification for the patdown, and they refused. She told them it is retaliatory. Five screeners were standing were doing nothing as passengers were waved past her.

5/23/2014 8:46:44 PM An airline worker also has expressed issues with a similar problem with this TSA crew.

Caller asked what she needed to do to file a formal discrimination complaint.

I advised that she needed to place it in writing. Can I e-mail her information on how to do so?

Caller provided her email address.

Where did this occur?

At LGA at the Gate A and B screening location. This happened a half hour ago (from the call).

She was in a wheelchair and was made to stand to wait for screening. She was asked if she can stand for four minutes. When she asked the justification, they refused.

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Remote Client IP: (b)(6)
Date Time: 5/24/2014 6:34:36 AM

5/24/2014 9:11:58 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DCA, Terminal A
Comments:The officer stationed at the x-ray machine, forced me to take off my long sleeve shirt after I had gone through the machine once without incident. He insisted I step back, take off my shirt, insisting I do so because he could see an undershirt. My shirt he forced me to remove was not a jacket, sweatshirt or any other type of outerwear. I insisted I did not have appropriate clothing underneath since what I was wearing was a normal shirt, and all I had was an undershirt and not actual clothing. My clothing was completely acceptable under TSA standards to walk through an x-ray or body scanning machine. I am typically incredibly happy with TSA at DCA, this experience was inconsistent with all other screening I have undergone as a frequent flyer. More importantly, this experience was completely inappropriate, and was not within an acceptable purview of this officer, especially as a male officer, insisting a female remove a shirt to expose their under layer.

Feedback Type : Request for Information
Categories : Traveling with a Disability or Medical Condition Current Date/Time : 5/24/2014 11:03:42 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

5/24/2014 1:28:30 PM

Comment : I requested the TSA representative at MCO to be screend via patdown rather than imaging technology in order to protect my insulin pump. She rudely refused and said that I am required to go through the imaging process. This is not what your websitesays, and not what happens to me at other airports. I travel by air frequently, and have not had this issue before. Why did this happen? It was embarassing to me that she acted that way - like I was trying to do something illegal. Please clarify, before I fly again in June.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller s wife is traveling with a 2 month old child and bringing breast milk. Caller states that because she does not want the breast milk to go through x-ray, that his wife had to have a patdown. Caller would like to know why the passenger has to undergo additional screening. Caller states that his wife was not offered a private screening and there was not sufficient communication with her about what was going to happen during the patdown. Caller states that her private areas were being touched in front of everyone at the checkpoint. Caller states that he was watching the whole situation unfold and the TSOs were upset that his wife did not want to put the milk through the x-ray. It happened last night around 8 pm in HNL. She was flying with US Airways to PHX. Caller states that the TSO was an older white guy with gray hair. Caller states that on the return flight she will be traveling alone with their baby, so if she has to have a patdown, no one will be there to take the baby. Caller would like to know what will happen in that situation. Caller would like to know why there has not been sufficient training for the TSOs on this matter.

Advised caller:
If a container cannot be screened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a paldown.

5/24/2014 2:56:40 PM

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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. If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor or PSS while at the checkpoint.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas.

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult.

Disability Description: Caller has a hip replacement.

Response Details: Advised caller;

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

5/24/2014 5:44:29 PM

Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO 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.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be

From (b)(6)
Sent: Sunday, May 25, 2014 2:01 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/25/2014 2:01:14 PM

5/25/2014 3:11:54 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

complaint about TSA treatment

Comments:

I wish to comment on an experience at Savannah Airport that impacts very adversely my or any other visitor's impression of the City, of the Airport, the TSA and by extension, the American Government.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/25/2014 7:58:40 PM Airport : SFO - San Francisco International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2
TSA Employee: (If Known) :
Comment : I always exercise my right to opt-out of EIT.

5/26/2014 9:48:38 AM

It's becoming increasingly frequent that the agent conducting my pat-down makes comments about my body. They're typically compliments ("you're very muscular", "how often do you work out", etc), but they make me exceedingly uncomfortable, especially when I am in such a vulnerable position.

This has happened at least twice (with different agents) in SFO (T2), AUS, and SEA (A/N terminal checkpoint, most recently).

It should be SOP to *not* make such comments. Is it? If so, I want you to tell me what these agents have been trained not to do in this regard so that I can educate them.

Furthermore, I want to know what you advise I do in this scenario.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/26/2014 10:54:00 AM

Caller wants to know who he can talk to to make a complaint on an event that happened at the San Juan airport. He received additional screening on his head because of the dreads he had, specifically a patdown. He was told to cut off his hair if he wanted to stop getting harassed when he flew. He is a rasfarian. He felt highly offended because it is part of his religion. He spoke to a supervisor and they said to file a complaint online and was given the name of the TSO that offended him. He did not get an apology and just wishes she wasn't respectful. He said he would call the CSM

Response:
Advised caller that we could forward the complaint to the CSM or he could contact them via IVR by choosing option 5 and entering the airport coe SJU.

Caller was flying from Atlanta to PHL and catching an 845 flight on Southwest. She opts out for the x ray machines and had a traumatic experience with the person that screened her. She needs to know how to proceed. She says the patdown screener did a karate chop like move on her legs. She stated the TSO s tone, manner, and attitude was inappropriate. She feels sexually abused. She went into the vaginal area with a karate chop motion. She says it was very uncomfortable and she eventually came to tears. The officer was extremely rude and told her that the patdown was going to have to be repeated if she did not accept the rough patdowns.
She did not get her badge name or number. She wants to talk to the manager.
She says the officer was African American with curly hair, short curls, an average build and between 130 to 150 pounds. She says she went to the Southwest Airlines desk and was in tears.

Airport: ATL
Airline: Southwest, but flew on AirTrans plane.
Flight: 262
Date and Time: May 26 at 7:45AM
Checkpoint: Gate C17
NOI: N A

5/26/2014 1:23:54 PM

Email: no, they need to reach her by phone.

She says she will call her lawyer and wants to hear from the manager.

Caller Advised:
I apologized for the inconvenience and told her I would forward the information to the Customer Support Manager at ATL
Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

She said the IVR would not give her the number of the individual because it s broken after I tried to instruct her how to get it from the IVR.
Gave her the number 404-763-(b)(6)

She persisted on asking me when she would hear back from the individual at ATL. I told her we are a centralized call center in London KY. We can t make this decision.
It depends on the Customer Support managers hours, work they have to go through, whether or not they have a holiday today, etc.
The caller is disputing an item that was confiscated from her carry on luggage. It was a Butane lighter but she states that it was a wind proof lighter and not a torch lighter but it is not. It was purchased in Spain historically. She went through LGA and it was allowed at LGA but upon her return from Costa Rica into the US she was pulled out for secondary screening at FLL. She spoke with supervisor (b)(6) and he said this would be considered a torch lighter so it will either have to be confiscated or she can place the item in her checked luggage. She is also complaining that during the secondary screening her bags were behind the counter being searched by other agents. There were 3 officers going through the bag and she wants to know if this is policy for more than one officer to search a bag at a time.

I advised the caller that a torch or micro-torch lighters are prohibited in the secured area and onboard aircraft and therefore prohibited in carry-on and checked luggage. Torch lighters create a thin, needle-like flame that is hotter (reaching 2,500 degrees Fahrenheit) and more intense than the flame of common lighters. I advised the caller that any item going through the check point is up to the discretion of the officer at the check point.

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. TSA works hard to achieve consistency in the security training process. 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.

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.

5/26/2014 1:49:13 PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised the caller of how to contact the CSM at FLL through the IVR system if she would like further detailed conversation.

AIRPORT: FLL
DATE OF TRAVEL: 05-24-14
CHECK POINT TIME: 1830
AIRLINE: JetBlue
FLIGHT NUMBER: 1472
TERMINAL OR GATE: F4 original but it went out F8 actually
CONTACT: (b)(6)

I advised the caller that I will forward a copy of this record to the CSM at FLL for his review

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, May 26, 2014 1:46 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 5 26 2014 1:46:14 PM

Attachment:

5/26/2014 3:09:36 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 5 26 2014 1:46:14 PM
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1)Information about the person who experienced the civil rights civil liberties violation (fill in what you can):
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
Calling in because he flies often and always travels with solid medication that can t be exposed to radiation. The caller states that for the last 15 years they have allowed the pill medication to be hand inspected and they always swab his hands after to check for traces of explosives. He is currently at Burbank airport and after going through screening they told him he would have to be re screened because he was traveling with pill form medication that could not go through the X Ray scanner. They told him they would have to give him a pat down as well has hand inspect his carry on luggage. He has never had this done before and he wants to know if there is any documentation I can provide him with that states the rules for traveling with medication in powder form.

5/26/2014 7:19:45 PM

Advised caller Although medications are not subject to limitations, passengers are encouraged to limit the quantities they pack in their carry-on bags to what they will reasonably need for the duration of their itinerary, allowing for delays. Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing, with professionally printed labels or pharmaceutical labels. This recommendation is to assist travelers with the screening process. In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Advised caller additional screening is at the TSOs discretion and we don t have any documentation stating what the additional screening would be. Advised caller I could email this information to him. Sent email to (b)(6)

Per Floor support gave the CSMs contact information - Scott Moss 818-840-(b)((b)(6)
ADvised caller CSM is over TSA at the airport.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) San Jose, CA 95118
Zipcode:

5/27/2014 8:43:02 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? Yes
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
San Diego International Airport

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), san Jose

5/27/2014 10:12:57 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?

Attention: (b)(6)

I'd like to begin by asking to see the video of this pat-down.

*That I have Global Entry, I'm TSA pre-check approved and that I'm a frequent flyer.

Friday May 23, 2014
Southwest flight 440 @825am
BNA Airport, Nashville, TN

*I was hand swabbed before I even got to through the X-ray scanner.

5/27/2014 12:29:47 PM

During the body scanner x-ray I forgot about my fitbit clipped to my underwear.
I was wearing 3 inch above knee dress so I couldn't easily lift my dress so I was taken into a tiny private room without any discussion as to what was actually going on.
When she opened the door to the room I saw that it was way too small since I'm claustrophobic and just lifted the skirt of my dress and took off the fitbit. (b)(6) the TSA agent then grabbed my left arm forcefully and told me to stop. My husband then told her to get her hands off me.

She had no right to put her hands on me like that.
She wouldn't allow me to grab my things but for some reason she let my husband?!
She left my purse on the outside of the room wide open.
Everything was very rushed, no one would slow down when talking.

There were three ladies in this tiny room.

One TSA lady (I don't remember her name, but she was a black lady with black short hair and medium to heavy build) who said all the TSA lady needed to do was pat the area where my fit bit was. This ended up not being true. When confronted about her miscommunication her response was "I'm from another airport" ? (Don't all TSA agents at all airports follow the same rules?)

5/27/2014 12:29:51 PM

Hello,
I would really like to understand how the TSA would like me to style my hair for going through the checkpoints? I usually where my hair in a bun. It is a small bun. On long multiple flights, this avoids arriving with tangled messy hair. Last couple of years they have been putting their hands in my hair, even after the scanner and or X-ray machine. I do not like this, and feel violated. Is there a way to avoid the hair pat down? Please advise the style you require.
Thank-you,
(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 27, 2014 11:57 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 5 27 2014 11:57:14 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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5/27/2014 12:32:40 PM

Remote Client IP (b)(6)
Date Time: 5 27 2014 11:57:14 AM
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1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:

The caller has a service dog. She was approved through United for her flight and she came back from a trip yesterday through LAX. The TSO said that she would have to have a dog carrier. The agent kept insisting she had to have a dog carrier though the United airlines representative explained that it was a service dog. The caller feels that the agent was simply ignorant of TSA rules. She read the manual online and she had a card attached to the collar indicating it is a service animal. She asked if she could get something in writing that she could carry with her in case she comes across this again.

There were three points that she went through for screening, the first agent did not want them to enter the screening checkpoint to be screened. She was not going to be let through to get in the line because this agent says she needed a carrier. She thinks it was more of a customer service issue not a lack accommodation. She went through the checkpoint and once it was over and she left the checkpoint someone else mentioned the carrier being needed for her dog. During the screening everything was fine and was done properly; she did not have any problems. It was just the TSA agents before entering the line and after leaving the checkpoint that she had problems with. She also did not have a problem at LAS when she went through screening there. She just feels that the officers she encountered at LAX needed more information about the policy.

She asked if she needed a vest, she does not travel that often so she did not buy one. She does have a letter from her doctor that she can use for documentation along with the card attached to the dogs collar.

Airport: LAX
Airline: United
Flight: 479
5/27/2014 2:09:03 PM Date: 5.26.14
Time: went through about 2:00 PM Departure time 4:17 PM
Location: United number 7 where the United desk were and the TSA agents were to the right before entering the line.
Agents: Before entering the line a black woman with slight build, maybe 5 5 or 5 3 with orangish hair. After checkpoint, black woman that was a little bigger, 5 5 or 5 6 with dark hair.

Advised caller:

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown.

I will forward this information to the CSM as it was a customer service issue with agents.

I can email you information regarding the screening policy on service animals so you can have it in writing.

On Tuesday, May 13, 2014 at approximately 1100, I submitted myself for screening at D2 checkpoint at MIA. I went through the AIT machine and an anomaly was detected in my groin area. A female TSO approached me and began to pat me down. Upon feeling something in my groin area, she asked me if there was something there and then grabbed the area. She did this numerous times, all the while alerting her coworkers that I had something there, and asking them what she should do next. I questioned why she had to keep touching me in an obviously private and sensitive area and she said she had to, all the while asking other TSOs around her if she was supposed to keep her hand on this area. Again, this is my crotch area and I am standing at the AIT machine in front of other passengers and TSA staff. After a few more rude interactions and the TSO checking my boarding pass a few times, we go into private screening with a STSO. The TSO began to pat me down while mumbling directions to me from behind. Her hands were quick and flailing as she sped through the process. When she moved around to face me, she continued to do the very rushed pat down. When she reached my breast area, she was exceptionally rough with me, and as I looked down to see why, she struck me on the right side of my face. The TSO didn't say a word and continued with her pat down. The supervisor observed this and didn't say anything either. I asked the TSO to pay closer attention to what she was doing and she stated that if I "didn't drop my head" she would not have hit me. It is here that I requested that she not touch me any longer. The supervisor took over and while she was conducting the pat down, the both of them commented on me on my head movements. At no time was I advised that I could not or should not move my head or that I was not allowed to look at what they were doing to me. They asked me again about my groin area and advised that there was something there and that I could not leave until they saw what it was. The TSO told the STSO to contact MCC and a LEO because they would have to "search" me. When the STSO left the room, the TSO began to interrogate me and began to go through my things again even though she had done it a few minutes before. It was here that the TSO finally noticed that my boarding pass had Selectee markings on it, and notified the STSO.

5/27/2014 2:31:41 PM

After a few more minutes of the two of them bumbling around, a TSI and an SME approached the private screening room, displayed their identification and asked if there was a problem. I was visibly upset and explained that the TSO struck me in the face and the STSO did not react until I insisted. As the SME attempted to dissolve an obviously heated situation, the TSO, now identified as TSO (b)(6) rolled her eyes. TSO (b)(6) was dismissive, condescending and displayed an elitist attitude towards me initially, and then continued these behaviors with the SME and the other TSIs that were conducting the test. The STSO stood quietly throughout the process. It was only after I put on my SIDA badge and displayed my credentials that the STSO realized that this was an ASAP test and apologized. TSO (b)(6) was advised that I was not "just a passenger", but a TSI and then she apologized.

It is apparent that there were many mistakes made at this checkpoint: from the TDC TSO that initially missed the Selectee markings on my boarding pass, to the horrible treatment demonstrated by TSO (b)(6) to the STSO who displayed overall lack of knowledge of checkpoint procedures. Not only did the ASAP test uncover TSO (b)(6) and the STSOs lack of knowledge of the SOP, it also uncovered the lack of leadership at this checkpoint. We as TSA employees are always being knocked for things that go wrong within the screening process. It is unfortunate to see that these two are proving that as an agency, we still have a long way to go.

(b)(6)

Transportation Security Inspector | Surface
Miami Field Office

Last Monday, May 19 my family experienced a very disconcerting event while checking in for a return flight to the east coast. My wife and I were travelling with our 3 youngest children 18,15 and 14. They had never flown before this trip and have significant mental health issues related to their early years in their biological home and 3 years in foster care before they joined our family. During the pre-screen(as described by a TSA person when I attempted to lodge a complaint, an agent whom I am told is not a TSA employee but a contract agent for the airlines and in uniform that made us believe he was TSA personnel) our family was separated and my 18 yr old and 14 year old daughters were sent to be screened. I objected because they were going to leave my sight and I was concerned for their emotional well-being. After we had passed through and were waiting for our daughters to clear, I saw a female TSA official pat down my daughter who has a history of being sexual abused by adults. While I understand the need for security, I think this entire process could have been managed in a way that would have minimized the trauma my children were subjected to in this process.

As a person who has worked and taught in the child welfare field for nearly 35 years, this process demonstrates great insensitivity to trauma victims and was inappropriate. It would have been far better to select our entire family for screening than to separate us. When I spoke with the TSA officials at the desk, they said it was not their employee and therefore not their problem to resolve. I disagree. The set- up, the uniforms and the process all led us to believe it was all part of the TSA security process.

5/27/2014 4:02:06 PM

I would appreciate receiving a response to these concerns. Thank you.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address: Nice
Zipcode:

5/27/2014 4:04:04 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
John F. Kennedy International Airport
Hi TSA Team,

I would like to report an incident that happened to me today and I had my Civil rights violated.

This incident happened at the San Jose Airport on May 27th at 6:20 AM (Today) . I am from India and follow the SIKH Relegion. As a result of my religion I wear a head covering called a TURBAN.

I am a very regular traveller and usually as part of my security check I run through the scanner and or Metal Detector followed by a PAT Down of the Turban and a hand held metal detector. Usually if the hand held detector goes off it is due to the PINS I have on my Turban which are the culprit and I remove the PINS and then hand held is performed again and cleared.

This morning while I was travelling to Los Angeles on Sounthwest flight 1280 , as part of my additional check and pat down , the hand held went off due to the pins in my turban. I told the TSA agent that I will remove the pins and he can then run the hand held once again clearing the security check, but he was adamant on asking me to REMOVE MY TURBAN.

5/27/2014 4:04:06 PM

The TSA agent to my surprise asked me to REMOVE MY TURBAN as he wanted to run the TURBAN through a xRAY machine.

This was a completely unacceptable situation as I had never done this in my regular travel for past 11 years . Please understand that asking me to remove my turban is like asking a women to stip NAKED because she was found with a HAIR PIN in her hair.

I have taken this matter up with the SIKH Coialition Legal team and would like to take this matter up serioulsy as this is considered an insult to the SIKH religion.

Thanks.
(b)(6)

To Whom it May Concern.

The following is a written account of an experience that a family member of mine had with a TSA agent in Denver, Colorado. This will be forwarded to the TSA, Denver Airport, and local politicians.

I am a 61 year old female from a small town in Ohio. I took a trip to Denver at the end of March with a family member. My arrival was uneventful and my trip was off to a great start. The end of my trip was a traumatic experience that, believe it or not, was caused by airport hand sanitizer.

5/27/2014 9:06:36 PM

I arrived at the airport with the travel companion, we dropped off the rental car and decided to stop at the restroom before we went through security. I followed my routine steps, went to the bathroom, washed my hands and then as I was exiting the restroom, I was pleased to see that the airport supplied hand sanitizer so I rubbed some hand sanitizer on my hands and headed towards Security.

I was the lucky member of our traveling team. I had a pass to go to the TSA Pre-check – the express security. Yay me! I walked up to Security and was told that I could leave my shoes and jacket on and didn't need to remove the liquids from my bag. Then I walked through security like I have done many times in the past but to my surprise I heard a beep. The TSA agent said the machine detected something on my hands. I told him the only thing on my hands was airport hand sanitizer. He then performed a very thorough check on my hands, my luggage and my purse. Then my nightmare really began to escalate. He called for a female TSA agent to assist.

Two female agents came and escorted me to a small room that contained a chair, a table and a box of plastic gloves. My heart started pounding and my first thought was this looked like a torture room from a bad movie and I became afraid. Then one of the agents, put on the plastic gloves and explained to me that she was going to do a complete pat-down which would include every part of my body, including my groin and breasts. At this point, I didn't know what to think. What if I refused? Would I be arrested? Would I be on the no-fly terrorist list. My fear worsened and the pat down began.

She started slowly feeling the back of my ankles, up the back of my legs and then slid her hand up between my thighs into the buttock area reaching as far as her hand would go. She then went up to my back and shoulders feeling every bone and muscle in every part of the back of my body. Then the nightmare escalated and my fear worsened as she started on the front of my body. Again, she started at my ankles and moved up my legs. I maintained the best that I could until she reached my groin area and slid her hand between my legs and into my vaginal area. At this point, I started to cry and before long, my cries became sobbing and still the pat-down continued. (Remember at the beginning when I said this was hand-sanitizer?) The

5/28/2014 8:39:01 AM

Good Evening,

I would like to provide the following feedback of a recent experience I encountered, in the hopes that a potential opportunity for improvement could be addressed.

During a recent trip I encountered a seemingly untrained TSA official, that could benefit from additional general customer service training. The airport that I was traveling thru was not busy at the time of my travel, and there were virtually no lines at the security check point. After loading my purse, flip flops, and personal belongings onto the conveyor belt at the screening check point, I then stepped forward to the gentleman stationed at the security checkpoint. He motioned with his hand for me to step to the left, and move thru the full body scan. I said, "Im pregnant." With a look of discussed and/or irritation, he again made the same motion with his hands to the left. I interrupted this non verbal communication to mean the exact same thing I interpreted the first motion to mean, the full body scan. I then looked with a confused face, and again stated I'm pregnant. The man then stated (first verbal communication) "You are refusing the screening." (Or something to that effect) I stated, "No, I will do a full body pay down or whatever is necessary, I just can't go thru the full body scan." The now visibly irritated TSA agent gives me the same hand motion for a 3rd time, so I took a step towards his left, and he said ".Then move over there and wait for someone." Long story short, eventually a female TSA agent arrived and lead me to where I needed to go, and I completed the pat down. During the time period that I waited, 2 other male TSA agents did apologize for the wait, and provided me with verbal reassurance that someone was on there way, and I very much appreciated their service.

I do believe that the primary agent that I encountered could have provided more verbal direction which would have alleviated any confusion that either of us was experiencing.

I completely understand the need for such screens, and appreciate the work that the TSA does. I do not however appreciate the lack of service, and apparent irritation that my pregnancy presented to the primary male agent that I encountered.

Thank you for your time.

(b)(6)

Sent from my iPhone

To Whom It May Concern:

On the advice and instruction of both Newark TSA Supervisor (b)(6) and TSA Transportation Security Manager Joel Catala, I am writing to share the very unprofessional and unpleasant experience my companion and I had on May 26th as we passed through the TSA security check point at the A Gates of Newark International Airport. Although after the incident was over, and after we survived the panic of missing our flight (which we did not, fortunately), and after receiving professional attention from manager (b)(6) we still feel that it is important to document what has transpired and demand follow-up response from the agency.

At approximately 12:00pm on Monday, May 26, my companion/partner (b)(6) and I entered the long security line for screening. As Southwest Airlines A-list members, we were directed into a particular line. After having our boarding passes and identifications checked, we were funneled into a line of passengers, against an interior wall, next to a lane of traffic of passengers leaving the terminal. It appeared that the exit lane was also used for many passengers and staff who where not required to stand in the line that we were in. This made for delayed passage through the security check point.

As seasoned travelers, familiar with TSA screenings in many US airports, we were prepared. Knowing that we never submit to the electronic scans, we came prepared for pat down screenings. I am pre-check qualified, so before beginning to remove my items from my bags and emptying my pockets, I asked the TSA representative if I needed to do so. He, in a long-winded way, explained to me that I would have needed to acquire a yellow pass somewhere up the line (which he was holding a stack of) and because I had not, even though my boarding pass and credentials were clearly marked as pre-check, I would not be allowed to pre-check. He then contradicted himself by telling me that this terminal does not have the room to accommodate pre-check, yet he was holding the yellow pre-check passes from other passengers. I did not press the point. Instead, notified him that we needed "two make opt-outs", one for me and one for my companion.

5/28/2014 8:39:05 AM

At this point, both (b)(6) and I slowed our preparation in hopes that a TSA screener would come for us before our baggage and personal property would be sent through the screening machines. We have learned from past experience that we must remain in control of our property at this point. Several times, (b)(6) guitar has been at risk of damage, once falling from the belt because it remained unattended while we waited, and another time when my laptop was mistakenly grabbed by another passenger, again at a time when we could not keep our eyes on our property. So, we waited. And, as we waited, e reminded the the TSA representative to call a second and third time for "two male opt-outs." The last time, he received the following response in a condescending manner, from another TSA representative (b)(6) standing next to the TSA representative watching the monitor. "He will have to (just) wait then (b)(6) said.

Shortly thereafter, I was invited through the gate by yet another TSA represented and the pat down began. I was asked to identify my property, and I did. "The guitar, two bins, one with my laptop, and my shoes" I said. As I was speaking, TSA representative (b)(6) began to touch my property. (Note: she was NOT the representative who was providing the pat down screening.) I witnesses representative (b)(6) as she began to place my dirty shoes on top of my laptop computer. I then alerted her NOT to do this by saying something like "Do not put my shoes on top of my laptop." She responded by making a facial gesture of annoyance and disrespect, sighing loudly and throwing my shoes to the belt.

I immediately responded to this unacceptable and unprofessional behavior by letting representative (b)(6) know how wrong she was to treat me like this. Instead of simply apologizing for her behavior, she felt it appropriate to now engage in unprofessional and aggressive banter with me. She told me that "I am an adult. No one should speak to me that way (paraphrasing)" I told her that she was an adult and that she should act like one and treat people with respect. This exchange escalated to a point where I was only left to demand the assistance of a supervisor, many times, at the top of my lungs.

At this point, supervisor Mosuel (sp?) and supervisor (b)(6) appeared in my view and began to officiate the situation. My pat-down screening finally began.

All this time, my companion traveler (b)(6) was still held outside the screening area as another male TSA representative was not available to escort him through for the screening. He was finally brought in, and when he attempted to speak to the supervisor on my behalf, he was told to be quite.

5/28/2014 10:11:19 AM

Since I have Pre Check and gate 40 at Logan TSA said they don't support it why do I have to go through a pat down? I have a hip replacement that has never triggered your xray machine. Do I need evidence of the hip replacement or will I always have to experience the humility of your pat down? at Logan Airport?
I am over 70 years old. Have over 5 million miles on US Airlines
I thought you were trying to be more passenger friendly?

5/28/2014 12:20:12 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/28/2014 10:49:02 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 05/28/2014 Airline & Flight Number : US AIR Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) : Unknown Comment : I don't have a flight time or number because when my son arrived at the airport, he was told by US Air that he didn't have a ticket –even though he had an email with a confirmation number and ticket number... I am not sure what flight he is on. Anyway, my 17 year old son was taken to a private room for a pat down. Is that common procedure to take children into a private room? That doesn't seem right to me at all!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

5/28/2014 2:20:32 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Newark Liberty International Airport

Caller is flying tomorrow on United flight 491. He has a disability, called a deep brain stimulator. It s a probe in your brain. He said the stimulator is in your chest.
He downloaded boarding passes for he and his wife. His wife is Precheck and he is not. Why is this?

Caller Advised:

5/28/2014 6:17:49 PM

If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass. While some airports may allow individuals who are traveling with a TSA Pre eligible passenger to access the TSA Pre lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. These passengers may request a thorough patdown rather than using screening technology.
If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.
This complaint is with regard to a TSA agent s handling of my pat-down screening after I opted out of the millimeter wave scanner. I avoid the scanner because I ve been exposed to too much radiation over the course of my life. Accordingly, this is not the first time I ve experienced a pat-down, but it is the first time I ve felt molested. At 6 pm today, while going through security at LAX S international terminal a female TSA agent touched my genitalia from the back and front positions. The front search was handled inappropriately and I m still feeling the effects now. Your agent s actions were completely unprofessional and border on legally actionable. It is a blatant infringement of freedom. Please institute a new and safe replacement process.

5/28/2014 10:05:01 PM

Feeling distraught, I didn t have the presence of mind to check the agent s name tag. She wore glasses, had many freckles, is African American and heavy-set. I hope the TSA recognizes that this screening protocol enables this agent s deviant behavior and investigates her accordingly.

I await your response.
(b)(6)

5/28/2014 10:15:01 PM

The caller flew form MCO to PHL on US Airways flight 768 leaving at 2:00PM. He went throught screening around 1:00 PM. (b)(6) is 78 years old and was allowed to keep his belt and shoes on. He was wearing a dark green and blue baseball hat when he entered the checkpoint. He placed all his metallic items and medications in one bin. He also stated he left his medications in his carry on. He also had a bottle of medication in his shirt pocket. It was an inhaler. When he went through the metal detector he was told to empty all his pockets and go back into the line. He complied and went through the AIT. After leaving the AIT he got a patdown on his shoulder and side and then cleared. When he got to PHL he discovered his inhaler was missing. He thinks the TSO s confiscated it at MCO.

5/29/2014 8:38:51 AM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/29/2014 7:02:18 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Every TSA pre check should include a body scanner- I have metal implants that always activate the metal detector alarms requiring going back, removing my shoes & going through again, thenwaiting for a female TSA agent and going through a full body pat down.
This protocol utterly defeats the point of being vetted & identified for pre-check.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/29/2014 8:39:12 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 5/28/2014 10:14:45 PM Airport : BFL - Meadows Field, Bakersfield Date/Time of Travel : 05/28/2014 Airline & Flight Number : usairways Checkpoint/Area of Airport : tsa scanner TSA Employee: (If Known) :
Comment : Was patted down after showing card for my pacemaker. after the patdown I was forced to walk in the scanner.. I told the tsa guy that I had a card and was told so what. passing thrught the scanner caused the pacemaker to fail. I was able to make it home and now need a new one .. it all so cased me great pain.. I told a passing tsa agent about it and he said it is not his job Would you like a response? : True Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/29/2014 9:22:31 AM

Caller advised she had an unpleasant experience while navigating the phone system. Caller advised that she had an unpleasant red ball come up on her from going through Xray screening. Caller asked if there were any way she could avoid Xray screening. Caller asked would she need a note from her dr. Caller asked why flight crew members didn t get screened. Caller aske who trains the BDO.

Advised Caller:

Can request a patdown and At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. No dr. note necessary.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.
Advised caller have no information on who trains the BDO

Disability Description: Caller was calling to find out how to file a complaint for someone else.

Information Request: The caller stated the passenger had traveled out of EWN.

Response Details: I ask if this was disability related, he said it was because the gentleman was in a wheelchair.
I explained to him I could make a record for his call as a complaint but to make it a formal complaint he needed to put it in writing.

Your complaint can be sent to either
TSA-CRL@tsa.dhs.gov.
or vis postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

5/29/2014 11:26:01 AM

I was sorry this happened to the man and I explained to him how screening can go for someone in a wheelchair.
Passengers who use wheelchairs or scooters who can stand, but cannot walk, will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger has concerns about his or her screening,
he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent

Caller did not want me to take the complaint but did want to help the passenger make a formal complaint.

Incident Details: Caller said there was a older gentlman that was in a wheelchair.
He was made to stand up for screening. He ended up falling because the man wasnt very steady. Caller refused to provide any further information about the incident.

Caller said she is a travel agent and she went to an office recently to apply for her PreCheck in Fairbanks. She discovered the office was on the second floor of a building and they did not have an elevator. She is handicapped and uses a scooter and was not able to take the stairs. Her PreEnroll form online will soon run out if she does not get to an iffice she can access soon to complete the process. She is an Alaskan airline FF and Opted In with them but wants to use other airlines as well so she needs a KTN. She also called the UES multiple times and they promised to call her back to resolve issue but they have yet to do so. Caller has another appointment coming up at Fairbanks in June and wanted a number for that office to see how she can complete the appointment.

Caller asked if TSA has a standard set of rules for screening scooters. Most airports use ETD on her scooter. At Seattle, LAX and a few other airports she drives the scooter in and then she gets out and walks through the screening equipment but at Fairbanks they say if she wants to take the scooter to the plane she must have have a full pat down first. She is able to walk and use the screening equipment but they will not let her drive the scooter up to the checkpoint.

RESPONSE:

Told she is correct, she does need to apply for PreCheck to use other airlines.

5/29/2014 2:38:26 PM

Confirmed her location:
Alaska https: universalenroll.dhs.gov locator
UES Enrollment Center
Washington Plaza, 2nd Floor, Suite 202B
3437 Airport Way
Fairbanks, AK 99709

Told I am sorry the UES did not get back with her about the issue.
I will forward a complaint and cannot promise what will happen next since someone else will review it.
Advised caller the only phone Number I have is the UES she already has and I do not have one for Fairbanks.
You can look at our Website at some screening procedures but I do not have any further information or a list of screening procedures to provide to you.
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.
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.

5/29/2014 4:18:21 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/29/2014 2:14:57 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/29/2014 2:00 PM Airline & Flight Number : UA 841 Checkpoint/Area of Airport : Check in TSA Employee: (If Known) :(b)(- TSA Officer; (b)(6) supervisor Comment : I require a pat down because I'm a cancer survivor. I fly every week. I never get TSA pre unfortunately. I waited 10 mins for pat down while Leon was chatting with other TSA officers doing nothing. When she arrived she had a huge attitude, stared me up & down and whispered something to the guy at the xray. She then took her sweet time getting my things and taking me to an area for pat down. I politely asked if she could please hurry. She said "no and if you don't like it you can get someone else". I called the supervisor over and Leon continued to give me sass and attitude in front of supervisor even when super asked her to stop. When I told her I was going to report her she said "go ahead". Super stood by the whole time and would let me read her name on her badge. I think it was (b)(6) but truly couldn't read it clearly and she wouldn't write it down. This is absolutely ridiculous and uncalled for. I appreciate your addressing it immediately.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/29/2014 8:16:40 PM

From: (b)(6)
Sent: Thursday, May 29, 2014 6:18 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Jaspal Singh Gujral; Legal; Rajdeep Singh
Subject: Follow up Re. Contact (b)(6) – Professor (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, Professor (b)(6) Professor Gujral s turban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. Professor Gujral flew United Airlines, Flight No. 4485, from Newark to Dulles International Airport in Washington D.C.

Professor (b)(6) filed a complaint with the TSA and DHS on May 20, 2014 through the FlyRights phone application. In reference to Contact (b)(6) we wish to provide additional information regarding the incident. Please see attached complaint and accompanying exhibits, including his original FlyRights complaint.

Thank you for your attention to this matter.

Best,
(b)(6)

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(b)(6)
(b)(6) New York, NY 10004
Phone (Main) (b)(6) | Phone (Direct): (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

Visit our website at HYPERLINK http: www.sikhcoalition.org \nwww.sikhcoalition.org.
Support the Sikh Coalition s work at HYPERLINK http: www.sikhdonate.org \nwww.SikhDonate.org.
Visit us on Facebook at http: www.facebook.com thesikhcoalition.
Follow us on Twitter @sikh_coalition.

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Hello,

I am a frequent flyer who goes through security often as I travel and have had all sorts of experiences with security agents. I always opt-out of the RF scanning devices as I am in the device industry and do not with to compromise my health (I know you say they are safe, but I know better). Anyhow, I realize because of this I am required to undergo a pat down (which I still think is silly, as for the last 2-3 years I have had pre-check frequently and so it seems that this is only for show purposes).

This last time I went through Phoenix security, I was pat down by an TSA agent, who was very pleasant, and the alarm went off when he was checking his gloves for "substances". So he called his other agent over and the other agent was ornery from the start (which started my mood shifting as well). Long story short, the rest of the process went downhill as the second officer (STSO (b)(6) he said his number was (b)(6) but I am attaching a photo of his badge just in case) was terse, lied to me (he said he was the highest superviser in the airport security and that I could not talk to anyone else), and was plain rude anytime I showed any type of concern about what was going on.

5/29/2014 10:03:21 PM

I know the TSA agents have a job that requires them to follow protocol without deviation, even if I think it's a farce, I do understand. However, I do not think it is appropriate for this officer or any officer to treat someone horribly just because a machine beeps. After I made a fuss, his supervisor (a kind woman) talked me down. If he had been as gracious as her, there would never have been a problem. To make it worse, I think this is the second time this guy has caused trouble with me at the same airport.

Once can be a bad day, but the second time he needs to be reported...so that's what I'm doing. This agent seems to be on a bit of a power trip and has bullied me twice because he knows I cannot do anything about it if I want to make my flight. It's not right. I was totally calm about the whole process until he started in on me. I bet he has done the same to others.

I'm done ranting, but I do hope you are able to talk some sense into this agent, or reassign him to a position that does not require he deal with the public. He does not seem suited for it.

Best,

(b)(6)

For your review and action as deemed appropriate.

Sincerely,
DHS TRIP

-----Original Message-----
From: (b)(6)
Sent: Tuesday, May 06, 2014 6:00 PM
To: trip@dhs.gov
Subject: Crew member screening out of uniform

To Whom it may concern,

5/30/2014 10:15:50 AM

My name is (b)(6) and I am a Captain for Alaska Airlines and a Federal Flight Deck Officer. Recently while on vacation in San Antonio TX, I had the displeasure of a pat down.
The reason I am writing you is to request an explanation of your aforementioned procedure.
I understand about your rules however I am questioning the sanity of your (TSA) actions.
Let me explain.....
While going through security I opted out of the full body scanner. As you are very well aware, crew members are subject to security on a regular basis. I have been fingerprinted, photographed and back ground checked more than anyone on the "Trusted Traveler" program.
Yet here I am receiving a complete pat down because I will not submit to more radiation than I already receive at work.
What infuriates me more than anything is TSA's complete disregard of common sense. Does it make any sense to allocate your assets and time to check me? Does it make any sense that if I pay $85.00 to you (TSA), that I can be a trusted traveler like (b)(6)? Does it make any sense that I can bypass all this nonsense by wearing my uniform and changing into street clothes on the secure side of screening?

I would think that your asset allocation might be better utilized looking for real bad guys rather than people like me, a true trusted traveler. Think about it, for $85.00 and a simple background check you allow people on my airplane without a full body pat down, yet myself an airline pilot for over (20) years gets the full meal deal.

No offense but WAKE UP! Spend more time looking for bad guys and less time annoying the people who produces the revenue so you can have a job!

(b)(6)

5/30/2014 4:22:58 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 3:55:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 05/30/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Walked from UA domestic departures to Gates 14 and up TSA Employee: (If Known) :
Comment : I traveled from Austin Bergstrom to LAX on May 30th. At approximately 2PM local, I commenced TSA security screening. I complied with regulations regarding removing shoes, my laptop from my bag, etc. I indicated to the TSA agent that I was pregnant and did not wish to expose my unborn child to potential harm from the body scanner, and would prefer to go through the metal detector. Not only did he inform me that was not an option, he insisted that body scanners do not emit x-rays and was very confrontational and extremely rude in general (in the meantime allowing several individuals pass through the metal detector). I, in fact, know that TSA at one time used x-ray backscatter and although the technology is being phased out, there was no way for me to know whether or not this particular machine was updated with the newer millimeter wave scanner technology. As a pregnant woman tasked with the duty to keep her child safe, it is completely unreasonable to try to coerce me into performing a security screening I am not comfortable with and be otherwise confrontational about refusing the body scan. I am not obligated to take the agent's word that the machine is updated and he is not tasked with being arrogant, rude and coercive. I willingly submitted to a pat down and although the female agent also argued that I should go through the scanner, she was ultimately less confrontational and more professional than the needlessly aggressive individual that TSA unfortunately decided to hire. Should I, as an expectant mother, voice my concern that the scanner is an inappropriate option, that should be the end of the discussion and TSA should offer additional options that are 1. PROMPT and 2. RESPECTFUL. Unfortunately, neither of these concern were addressed in a professional and courteous manner. This particular agent needs prompt retraining or disciplinary consequences should his behavior persist.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/30/2014 4:23:16 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/30/2014 2:40:31 PM Airport : ALB - Albany County Date/Time of Travel : 05/30/2014 5:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : This morning, around 5am, I arrived at Albany international airport for a 6am flight to key west for a good friend's wedding. I arrived at the airport 60 minutes early, which was appropriate for a domestic flight.

I walked up to the security line upstairs and observed the line to be 100+ people deep; something i have never witnessed at our very small albany airport. I waited in the line for a few minutes patiently, and slowly realized it was not moving at all and I would inevitably miss my flight. I found out later, upon information and belief, there was some kind of training going on for new employees.

At that point, I politely asked the older gentleman working the end of the line if there was anything I could do to move forward in the line. He rudely told me "no. Just wait." I then approached another older gentleman in blue (TSA), as to how my situation could be reconciled so I could make my flight. He became extremely rude and confrontational and told me "you'll just hve to miss your flight." Now, I am clearly getting very upset, I asked him again if he was actually serious, to which he replied, "yup, you're just going to miss your flight. " He then told me I could ask every individual in the line to cut the line, and if they allowed me, I could try and make my flight. I then proceeded to politely ask every person by making an announcement. E wry single person in that line was understanding and let me pass. I thanked them.

I then proceeded to the woman taking boarding passes and licenses. She was also extremely rude and made me sit there and wait. I told her this is the worst treatment I've ever experienced at this airport and she responded "yes, we are awful."

I then proceeded to bag screening where I waited for a while then was directed that I was closed for a pat down and extra search of my small purse. Mind you, I had a cami an yoga pants on which were tight and it was clear A paldown was unnecessary. I did not even have a carry on, and I was STILL "chosen" for this extra search and pay down. I explained very politely that I had just skipped the whole line, my flight was boarding an I was trying to make my best friend's wedding. These employees CLEARLY saw the stress I was under and what I had to experience to get to that point, and they still kept me for further searches.

The woman doing my pat down was very rude and argumentative with me. After the invasive pat down, which I could not even opt for in private because I was so late for my flight, two young men took my purse and began rifling through my small purse, both airport security. I started crying and explained to them I needed to make my flight, this wedding was so important to me. They didn't care and took their sweet time and told me it would only take 15 more minutes. 15 minutes to search a small purse!!!! These men were clearly doing everything in their power to keep me there in order to agitate me and make me worry more about my flight. He took every single dollar bill, card and piece of hangs out of my wallet and purse; every last thing just to waste more one as I say there crying. At one point, I had to ask for a box of tissues. The only person who showed me any empathy was the man who brought me the tissues and tried to calm me down. He was a good employee.

I barely made my flight as it finished boarding. I was a mess and shaking and these airport security employees ruined my day, all for fun because I was so upset and clearly about to miss my flight.

I was not randomly checked for the pat down and search; i strongly believel was chosen because of the rude treatment and that I skipped the line and voiced my concerns. Every passenger allowed me to skip that line, but the airport security was angered, maybe because they were no longer in control of me missing my flight.

I have never in my life been treated with such a level of disrespect and just very vindictive and mean treatment solely for the purpose of making me moss my flight. I did nothing to any of those employees, I was just trying to make my flight.

Feedback Type : Complaint
Categories : Professionalism Customer Service; Screening Current Date Time : 5 30 2014 4:20:52 PM Airport : SAN - San Diego International Date Time of Travel : 05 29 2014 11:30 AM Airline Flight Number : Delta 89 Checkpoint Area of Airport : Delta Terminal TSA Employee: (If Known) :
Comment : I was very disappointed with my experience going through security at SAN on 5 29 2014 around 11:30AM. I am 7 months pregnant and requested to opt out of the metal detector and have a pat-down, as TSA policy permits. This request was an obvious annoyance to the agents on duty (despite that there were few people going through security at that time). I was told by multiple agents that it was fine to go through the metal detector and if I didn t want to, I would just have to wait.

5/30/2014 6:00:59 PM

Multiple agents conferred with one another over whether or not I could make such a request, which took much longer than the pat-down itself, which did eventually occur. I was made to feel as if I was making an outlandish request and that my reason for opting for the pat-down was not valid. If TSA is going to allow the opt-out option, it would be greatly appreciated if agents would respect the request and not treat passengers as if they are causing a tremendous hardship. The whole experience was both embarrassing and upsetting.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

The caller flew from SFO with Southwest Airlines, and she had an expired ID, a work ID, checkbook, and tax documents. She had the TSA Precheck logo on the boarding pass, and the TSO indicated that he had to have a valid ID to allow her through the TSA Precheck lane. She explained the issue to the officer, and he said she would need a passport to go through the Precheck lane. He told her to wait until a supervisor was available, and she received an invasive patdown. She was not given an option to complete a certification of identity form. She felt harrased by the officers and the supervisor at the checkpoint.

Date and Time of Flight: May 24, 2014; 12:44 PM.
Departure Airport: SFO
Airline: Southwest Airlines
Flight Number: 2799
Terminal and Gate Number: Terminal 1; Gate 28
Time of Incident: The caller believed the time of the incident was around 12:00 PM.
Description of TSO: A tall, Asian with glasses.
Description of STSO: A short, African American female.

5/30/2014 7:33:24 PM

Advised Caller:

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. We regret that you were not satisfied with the service you received.

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.

TSA appreciates that you took the time to share this concern with us.

To: Manager TSA

I have a spinal cord stimulator implant for chronic nerve pain and have not been cleared to go through the security machines at the airport. I opt out each time. I have had over 50 "pat downs" since 2001. Most TSA agents are careful, sensitive and professional. This was not the case on my last trip, May 2, 2014. The agent was abusive. She was very rough. When she got to my thigh area, she went up to the top of my thigh and stopped then forcefully pushed up into my genital area very hard four times. This was unnecessary. I told her this was not necessary the first time but she insisted she was doing this correctly and repeated the process three more times. I told her no other agent ever did this. I also explained my right groin area is very sensitive due to nerve pain. She ignored my concern and was very rough there too. I was in pain the whole trip and into the night. She had me tough my battery (which is implanted under my skin) over my clothes so she could test my hand.

I was very shaken up after this experience and asked to speak to the supervisor. The supervisor listened to my concerns. She was patient and said she would discuss the process with the TSA agent. The supervisor wrote down her name and the TSA agent's name. Unfortunately I do not know which is the TSA agent. The two names given to me were (b)(6) and (b)(6) The supervisor also suggested I contact this agency.

5/30/2014 8:02:20 PM

I was upset the entire day. This was not my first trip or my first experience with the TSA pat down process. I felt abused and was very upset and appalled by the actions of the TSA agent. I am a disabled person with chronic pain and a medical devise implant. I expect to be treated with dignity and respect, not feel abused while traveling.

Date of travel: May 2, 1014
Approx time 430 -500
airport: TPA
Flight: Southwest 4115

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 6:33:31 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 05/30/2014 6:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)

5/30/2014 8:02:57 PM

Comment : A man of Indian descent went through the body scanner and required a patdown. (b)(6) patted the gentleman down and as soon as he was out of earshot said, "When they walk through, all I want to do is spray them. They smell so bad. I hate sitting next to them on planes!" He said this loudly to his female colleague. She did not disagree with him, instead she seemed amused by the remarks. This was within earshot of passengers (myself included). This behavior is disgusting and should not be tolerated. As I exited the checkpoint, I asked another officer for (b)(6) name and told him that he had said racist remarks as passengers were going through security screening.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 5/31/2014 3:53:37 PM

5/31/2014 5:00:46 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA 52 at LAX gate 40 on Sat 5/31 at 11:40 a.m.
Comments:I'm TSA pre. I went through metal detector and screening without incident. I was chosen for a bomb chemical detection test. A false positive resulted. 3 officer took my possessions and me into a small room. No cameras or witnesses we present. An aggressive pat down, including throughout my groin, occurred. I complained that they should have conducted a second test before a pat down to exclude a false positive. The officers said that wasn't Protocole. I complained there were no non-TSA personnel to witness events. They aggressively searched me and patted me down aggressively. I expressed extreme discomfort. These events should be recorded to protect both parties. Finally, the last thing the officers did was run a second test, which was negative. Iif only they had started with a second test, all of the discomfort and stress could have been avoided.

Caller states she and her husband and two little girls flew out of DEN to CA. She stated the screening process was horrific. She states a female agent swabbed her husbands hand and screamed we got a positive and she states it scared the girls. She said two male agents names are (b)(6) and (b)(6) took her husband in a room and her husband later told her they groped him and his private parts. She said they would not let her go with him and they did not explain what they were doing. She states he had powder on his hands and they acted like they were criminals. She said when the agents came out they looked at her and said what..do you think we molested him, just go ahead and say it. She states he was very confrontational. She said she and the girls were scared to death of them. She said all of the agents there were rude, hateful and scary. She states her husband feels violated. She said all the agents were laughing at them and she is still so upset. She said quote - everytime we fly out of it all the screener are mean and hateful - quote.

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 Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Caller states she asked for a CSM but they never got her one.

I advised caller I can send this to the CSM at DEN or she can call him. She said give me the number, and please send this anyway in case I don t get through to him.

5/31/2014 6:34:51 PM

Name: Robert Kapp
Phone: 303-342(b)(6)

Airport: DEN

Airline: Southwest

Flight#: 3583

Date: 5 23 2014

Time: 4:20 PM

Gate: NA

Terminal: NA

Caller states she and her husband and two little girls flew out of DEN to CA. She stated the screening process was horrific. She states a female agent swabbed her husbands hand and screamed we got a positive and she states it scared the girls. She said two male agents names are (b)(6) and (b)(6) took her husband in a room and her husband later told her they groped him and his private parts. She said they would not let her go with him and they did not explain what they were doing. She states he had powder on his hands and they acted like they were criminals. She said when the agents came out they looked at her and said what..do you think we molested him, just go ahead and say it. She states he was very confrontational. She said she and the girls were scared to death of them. She said all of the agents there were rude, hateful and scary. She states her husband feels violated. She said all the agents were laughing at them and she is still so upset. She said quote - everytime we fly out of it all the screener are mean and hateful - quote.

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Caller states she asked for a CSM but they never got her one.

I advised caller I can send this to the CSM at DEN or she can call him. She said give me the number, and please send this anyway in case I don t get through to him.

5/31/2014 6:34:51 PM

Name: Robert Kapp
Phone: 303-342-(b)(6)

Airport: DEN

Airline: Southwest

Flight#: 3583

Date: 5 23 2014

Time: 4:20 PM

Gate: NA

Terminal: NA

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Age
Current Date/Time : 6/1/2014 1:40:36 AM
Airport : RIC - Richmond International Date/Time of Travel : 05/31/2014 4:00 PM Airline & Flight Number : United airlines 6054 Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) : Unknown Comment : My 14 year old daughter received a pat down and was not given the option for a body scan, which was a clear violation of the 4th amendment - illegal search. She did nothing wrong and should not have been treated like she did.
She was "randomly" selected to swipe her hand, which set off something related to having to do with explosives. She was traveling with her 8th grade school group to Washington DC, and this was a traumatic experience for her and she was asked 3 times how old she was by the TSA agent, like they didn't believe her. Was she being targeted because she was a certain age? Sure appears that they didn't believe her and kept asking - why? Obviously she was a minor.
Why are minors being patted down?

6/1/2014 10:04:26 AM

Since this was a school trip, I was not able to be there.
I am very upset that this happened to my daughter. We teach her never let anyone touch you inappropriately (especially strangers)in a private area. No one has the right to touch you. To what would be the norm for most adults - we know what to expect, but the pat down was in no way normal for a 14 year old kid. Even though it was explained, they still don't understand why it's happening.
How do I explain what the TSA did today was ok????
It's not ok and it's never okay to touch a minor period. She did not understand what was happening and felt violated.

I want to know why she was not given the option for the body scan? Shouldn't the pat down be offered only when one does not want a scan?
I would like someone to explain this please.
Would you like a response? : True
Passenger's Name : (b)(6) -parent (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a pacemaker.

Response Details: 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.

6/1/2014 2:54:22 PM

Incident Details: Caller flew from Kingtston Jamaica to Miami to Philadelphia on Thursday. Caller said she has a pacemaker and her doctor told her not to use the metal detector and she should have a patdown. Caller said there was another lady TSO on the other side and she had nothing to do with this. Caller said she told the TSO repeatedly that she should no go through the detector, but she asked her to go through anyway Caller was in a wheelchair and caller said the TSO asked her to get out of the wheelchair and walk through the metal detector. Caller thought the equipment was inactive so she followed the instructions of the TSO. Caller said a buzzer went off but no one patted her down.. Caller said she was taken somewhere and it was reported to the supervisor. Caller said she was told to call the TCC to report this incident. Caller has the name of the TSO involved (b)(6), badge number (b)(6) Caller said this TSO told her to go through the metal detector. Caller said she is going to her cardiologist tomorrow to see if her pacemaker has been affected.

1. Airport
2. Airline----American
3. Flight #---702
4. Date and Time of the flight----05 29 2014 4:30 pm
5. Gate or Terminal----Caller is not sure.
6. Baggage description---N A
7. Bag Tag # (10 digit)---N A

6/1/2014 5:12:27 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/1/2014 3:16:59 PM
Airport : BNA - Nashville International Date/Time of Travel : 06/01/2014 9:30 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) : Supervisor (b)(6) Comment : I had forgotten my ID so I had to go through additional screening (which I was fine with). Supervisor (b)(6) was called and treated me as though I was a criminal for not having any ID with my picture. I did provide my social security card, debit card and even my birth certificate (to which he scoffed at). I understand that it's not a form of ID but I was just trying to be helpful. He took me, my daughter and my grandmother to get screened. After going through the full body scan (which turned up nothing) while waiting for my path down and bag check - an elderly woman needed her walker which was directly behind me. I told him that she needed the walker (hoping that he would grab it for her) but he ignored me. So I reached behind to roll it to her (since she was 3 feet in front of us) to which he said "you aren't supposed to move". So this poor elderly woman cannot move past the screening area and I am being treated like a criminal. Finally another man grabbed her walker and handed it to her and I received my pat down from a wonderful woman whose name I did not get. I understand and appreciate the job that y'all do that allows us to fly safely but I have never been treated so rudely by any person in any industry. He (b)(6) is the reason why people have the feelings about your people. And I'm sorry but if I was a terrorist - I think I would have brought my ID with me. There's no need to treat American people who are just trying to get home like they are committing a crime. And just to note - nothing was found on me or in any of my bags.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

This does not answer my concern....I want a human to read my email and respond back or fix the problem.

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.

6/1/2014 7:02:17 PM

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

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.

Sent from my iPad

As a frequent flyer I appreciate the efforts that TSA employees go through to keep us safe. In the past several years, it is evident that great effort has been made to improve the customer experience.

I had a situation that happened that in my opinion is a blemish on the professionalism of the TSA organization.

On May 17th at approximately 2:00pm I was going through TSA at Wichita airport. I was in the Precheck line and waiting to be called up to the screener. There were several college age students in the regular line next to me. One of them realized that they had a drink in their hand. I offered to throw it in the trash can that was outside of the screening point next to me and did so. This reminded me that my thermos cup probably had ice in it so I proceeded to take the lid off and dump the ice in the same trash can. It was at this moment that I heard someone say something gruffly to me. Not sure what was said I looked up and asked what was said.

6/2/2014 8:25:45 AM

There was a senior female agent (age and I believe three stripes on their shoulder boards) sitting at on the exit side of the security lane. She said that I can't throw the ice in the trash can. Her tone was irritable and gruff. In a moment of stupidity I commented " Are you the supervisor of the trash cans". I moved on without another thought when called up to screening.

At screening I was given a modified Precheck card as they do not have full Precheck at this airport. It was explained that I could keep my coat and shoes on but would have to remove my laptop and liquids. When I got up to the conveyor to put my items through x-ray, there was an agent that was waiting and signaled me out. He indicated that I had to not only take out my laptop and liquids but take off my shoes and coat as well. When I showed him my precheck card and said that I was cleared for precheck he responded "You have earned the right for extra screening". After I put my items on the conveyor, he left that position – done with his task of signaling me out.

At this moment, the light went off and I asked to have a supervisor meet me after x-ray. My bags were looked through. Each item in my liquids bag was examined individually (not just looking at the bag but removing each item and reading the label).

When I was released, Supervisor (b)(6) met me. I asked him for the name of the person that I had the interaction with and he refused to give me their name. I asked for his badge number and he refused to give that to me (note the card that I got this email address from says that I should provide the officers name and badge number). His demeanor was very surely. He told me that my behavior was noted as warranting additional screening. The message was clear, "You spoke up and you suffered the consequences".

6/2/2014 9:56:24 AM

Caller stated that she flew last night on a flight from LAX last night and after she received her luggage she found that the zipper was busted and all of her be longings were basically messed up beyond the way she packed them. She also stated that there was a flash light that was on. Asked the caller if she would like to file a claim for the damaged suitcase and she stated that she would not.

Gave the caller the following info:
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.

6/2/2014 10:13:36 AM

Caller is wanting information on the precheck screening with metal implants. She doesnt like that at airports like MDW, they only have a WTMD at the precheck line and she doesnt like that she has to go through a full patdown because she alarms the device due to her metal knees.

CCR informed her:
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Precheck. If there is not an AIT for her to go through then she will have to go through the patdown to be cleared and allowed through since she does have the metal implants since she will alarm the WTMD.
Since we are not located at the airport, there isnt a way we can make a suggestion to them to put in an AIT at every precheck line because each airport does have different screening devices.
She can contact the airport directly through opt 5

Dear Sir/Ms:
I have a complaint regarding TSA agent, (b)(6)

Location: Denver International Airport
Date: May 30, 2014 Friday
Time: Approximately 7:35 AM

Incident: (b)(6) said, "Let's be rational, sweetheart." Of course, the words themselves are inappropriate and completely unprofessional. What was worse, though, was her condescending tone and sarcasm. And what was worst of all was that I was being rational and she was not.

Background: I chose to opt out of Rapidscan and accept the pat down. While my carryon luggage, shoes and all contents of my pockets went through the scan, I held on to my wallet. Not only was there over $100 of cash but my charge cards, ID, insurance info, in a sense, 'my whole life' is in my wallet.

Given: The TSA does not accept responsibility for stolen items;
Given: TSA agents have been guilty of theft;
Given: The public can accidentally or intentionally take my bag at the opposite end of the scanner.
Given: While waiting for a pat down agent, the guard will not retrieve one's belongings from the scanner so the owner can keep it in eyesight.

6/2/2014 12:12:07 PM

Therefore: I chose to keep my wallet in my possession. However, I immediately volunteered that the pat down agent physically inspect my wallet in front of me.

It was at that point that (b)(6) entered the scene. She said it has to go through the scanner and I expressed my concern that I want to keep my eyes on my property at all time. It was then that she said, "Let's be rational, sweetheart."

Besides her being rude, what is irrational about anything I said?? Given that theft from agents is a reality, I was being extremely logical.

Another more professional agent intervened. He said they are not allowed to physically inspect the wallet, it has to go through the scanner but I can follow the agent as she puts my wallet through the scanner. I did so but during that time, my carryon was out of my view with at least a couple of hundred dollars worth of electronics in it.

Interestingly, on my return trip at LAX, without my asking, the pat down agent physically inspected my wallet as if it was routine procedure. He did so right in front of me so there was no problem. By the way, I make this trip a couple of times a year. I frequently have a problem at DIA with the agents but so far, I've never had a problem with the LAX agents.

In conclusion, I'd like to know how (b)(6) will be treated. Please spare me the line, "It's a training opportunity." She learned her demeanor was wrong by 3rd grade.

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 6/2/2014 10:56:50 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/2/2014 12:13:23 PM

Comment : I am a TSA Pre; however, I have metal in my body and most Pre lanes do not have a scanner. So I go in the regular line. I have been told in many airports that, because I am a TSA Pre, I can leave my shoes on in whatever lane I go through. This morning in Oakland CA, I was told that I could only leave my shoes on if I were in the Pre line -- not in a regular line. Please tell me what the rules are. I am very confused. I want to do the right thing but I do not want to go thru the security pat-down every time that is required in the Pre lines.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Wayne nj
Zipcode: 07470

6/2/2014 2:06:45 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Newark Liberty International Airport

6/2/2014 4:18:28 PM

I have an artificial hip and enjoy the body scanners as I can avoid a full body pat down. Virtually every airport I go to (including the small Hilo airport in Hawaii) have the body scanners but the Alaska Airlines gates in Kona do not. As there are many older people visiting Hawaii the pat down area is often crowded and would be unnecessary if a body scanner was there.

(b)(6)

TSA TCC:
CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----
From: (b)(6)
Sent: Wednesday, April 23, 2014 7:39 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

6/2/2014 4:21:09 PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Foster City
Zipcode: 94404

Are you 18 or over? yes
Caller wants to know why she can t go through Precheck when she arrives in a wheelchair.
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™.

6/2/2014 5:22:06 PM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Travelers can check the TSA Pre\u2713™ Participating Airports page (www.tsa.gov tsa-precheck) for information on locations of active TSA Pre\u2713™ lanes.
Informed caller about PSS and TSA CAres for future flights to call 72 hours before her next flight.
Caller has a complaint regarding the screening at the checkpoint. She has her married last name on her current valid ID, but her previous license has her maiden name, and her reservation is in her maiden name. Today at Chicago Ohare Checkpoint 7 in the American terminal was subjected to additional screening, including a thorough patdown. She was upset by the fact that she has recently travelled through 2 other airports with no additional screening required. The lack of consistency is her primary complaint.

Advised caller

6/2/2014 7:29:46 PM

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.

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

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Remote Client IP (b)(6)
Date Time: 6/2/2014 8:00:03 PM

6/2/2014 9:12:49 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska flight 727 leaving Salt Lake City Airport at 4:55pm to Seattle, leaving from gate A8
Comments:I had my hair in a bun that was secured with bobby pins when I went through TSA screening. I was asked to stop after going through the machine as it indicated items in my hair. I immediately offered to take out the bobby pins but without any answer the man had waved a woman TSA agent over to pat down my hair. There is absolutely NO reason or excuse for someone to touch me for a pat down without my express permission, much less AFTER I had offered (without prompting) to take my hair down so they could see the bobby pins. My hair is unbelievably fine which results in a tiny bun. There is absolutely no reason for the TSA agent not to have been able to get a full view of my hair and the items once they were removed.

Caller flew from FLL on JetBlue. She was patted down twice. She stated she didn t like it once because she had jewelry she couldn t remove. She was a patted down again. She had a gold and diamond pendant. The Lost and Found couldn t find it. She wanted to know why she was patted down twice.

There are various reasons why you might receive secondary screening, but I cannot advise why you were patted down.

6/3/2014 8:28:19 AM

Caller asked to speak to a supervisor.

(b)(6) took over call: Caller stated on May 20th she traveled through FLL. After setting off an alarm while going through the WTMD due to the gold bangles she was wearing, she received a patdown. Caller stated she was then given the ETD test with no explanation as to why. She was then taken to the private screening area for an additional patdown. Caller stated through this entire process she was wearing a necklace with a heart shaped gold pendant with diamonds. She stated the pendant is gone, she is not sure where it may have fallen off. She has called lost and found twice and was told it was not there. She would like for someone to please take a second look to see if it can be located.

6/3/2014 8:48:36 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 6:48:15 AM
Airport : MCO - Orlando International
Date/Time of Travel : 06/03/2014 6:00 AM Airline & Flight Number : AirTran 305 Checkpoint/Area of Airport : Clear pass lane TSA Employee: (If Known) :
Comment : I fly out of MCO every week and have more issues at this airport than any others. I am pregnant (visibly pregnant) and since I fly every week I prefer to walk through the quick scanner or do a female assist pat down versus the full body scanner. Yes I have heard how it's safe but with my frequency of travel I prefer to be on the safe side. I arrive extra early because it always takes forever to get checked here. Pregnancy opt outs are not rare but the time you have to wait for a female assist is extreme. I can never understand how there is always a ten min minimum wait. Today was more than that. My personal items sat on the other side of screening the entire time and I don't like my wallet, laptop and other items to be unattended for so long and I can't get near them. I am a clear pass customer but still always have to wait for a pat down. Why can't I walk through the quick scanner like I see children and mothers do? If those moms can walk through it then so can I. They aren't carrying their kids, just walking with them (and I am not talking babies). Allowing pregnant women to do that would save us a time and not compromise safety. Last week it took 15 mins to get a female assist, it just doesn't make sense. Either staff up with women because there will always be pregnant travelers or allow them the same rights as women who have kids.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/3/2014 8:48:49 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/3/2014 1:44:12 AM Airport : BFL - Meadows Field, Bakersfield Date/Time of Travel : 06/02/2014 11:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Security to Gates TSA Employee: (If Known) :
Comment : My seventy-five-year-old mother was given a pat down because she has two knee replacements. Of course, she carries medical cards with her. I certainly did not appreciate that! One of the female guards who saw us watching from the other side of the gate made a remark to my daughter. I didn't hear the remark, but her tone of voice seemed surly and combative. The pat down was UNNECSSARY. You all should have better policies that protect the dignity of older and younger Americans. You can extend that courtesy to guests of this country if you wish but dignity MUST be restored to American air transportation, and you continue to make it an unpleasant experience for all, and an unjust experience for people like my Mother.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/3/2014 1:08:06 AM
Airport : DCA - Washington Reagan National Date/Time of Travel : 05/29/2014 Airline & Flight Number : Flight 137, American Airlines Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To Whom it may concern,

6/3/2014 8:48:52 AM

During my travel on my May 29th, I was forced to discard my much need dialysis solution when going through the screening process. I showed the agents my medical letter provided by my doctor, however, the TSA agents were insistent on upon patting me down after allowing them to screen each bag of solution. In the process of them screening the bags, I opened a bag, which could no longer be used because it was no longer sterile. I was told that if they screened the bags, they would not have to touch me. I have never felt so violated in my life!! I have never been touched like that I don't agree with the process physically touching me if I have documentation for my medication and if I am cooperating with the agents and let them test my medicine or do what they need to do. TSA really needs to revamp this process, I felt dirty and molested after the pat down and begin to cry. I am very upset and I requesting reform to a much need area of the screening process. I should not feel like crap because of TSA's inability to property screen Americans without making them feel like they have been violated or harmed.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to file a formal complaint against two TSO s. He flew from Buffalo to Laguardia on May 18th on Delta flight 4054. He was going through security and they swabbed his hands. He made a smart a-- comment to the TSO. He said they pulled him aside and patted him down and rubbed his testicles.

The TSO (b)(6) a female who is white was laughing and mocking him and he said that she was the instigator after he was swabbed. He said they profiled him by the black employees because of his race. He is white.

TSO Wilson did his bag screening and took his shirts out and shook them.

He went through the AIT which came back clear but he was pulled aside again.

TSO that he is not sure of a name did the patdown.

He has been trying to contact (b)(6) and has been unresponsive
He went through Gate 20.

6/3/2014 10:12:34 AM

****
Accepted Transfer on MB Line: (RF)
Clarified some details with caller:

Full Name: (b)(6)

Phone # (b)(6)

Email: (b)(6)

Airport: Buffalo

Date and approximate time of the experience: 5-18-14 at approximately 5:15 to 5:30 PM

A discription of the experience:

Caller states that he was traveling on May 22nd through Terminal 1 out of Minneapolis St. Paul and he has metal implants and he had to have a patdown, they were trying to move his items and they forgot his laptop so he left without his laptop. He wants to know where to get it from?

6/3/2014 10:17:35 AM

I was trying to provide caller the information on the lost and found number, but caller said that he has already called, so I advised caller that he would have to leave a message and wait for a call back, there is nothing that I can do. Advised caller that he can get the claim forms online to file a claim for the missing items.

6/3/2014 12:27:02 PM

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 6/3/2014 12:03:36 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 05/23/2014 3:30 PM Airline & Flight Number : Alaska Air 529 Checkpoint/Area of Airport : Terminal 2 checkpoint TSA Employee: (If Known) :
Comment : I was traveling with my family with 2 young kids (ages 3 & 9). We wanted to take 2 bottles of PediaSure (8oz each) for the 3 year old (who would not eat during travel instead use this as a meal replacement). The TSA employee who, screened us asked me to open the bottles. I explained that the bottles were factory sealed and if we open, we have to refrigerate or use it with in an hour. Neither would be possible, since the kid can't drink both at the same time and it is not medically advisable to drink large quantities.

The TSA employee insisted us on opening the bottles or going thru a pat down search on either me or my wife. I agreed for a pat down search on me. My question to TSA is, if someone goes thru the pat down, will the liquid in the bottle become purified? I don't get it.

The next thing, the employee would not allow us to take 3 bottles of water, which were all sealed and in clear containers from a reputed manufacturer. I explained that we have an hour of waiting at the gate and 2 and half hour flight take, so we might need at least 2 bottles. The employee would not allow more than 1 bottle and advised us to take one bottle for the 3 year old and use the fountain for the rest of us.
1. When did the TSA start recommending what to drink and where to drink when we travel?
2. Why don't TSA teach their employees use their common sense and put us out of this misery when we travel?
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/3/2014 2:33:51 PM

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 6/3/2014 1:27:07 PM
Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/01/2014 7:00 PM Airline & Flight Number : AL 534 Checkpoint/Area of Airport : Checkpoint before boarding transit train TSA Employee: (If Known) :
Comment : I was returning from a trip to Seattle with my family (with 2 young kids, ages 3 & 9). We wanted to take 2 bottles of PediaSure (8oz each) for the 3 year old (who would not eat during travel instead use this as a meal replacement. This is a popular drink among toddlers from a reputed manufacturer. And, I did not take any water bottles this time because of my previous experience during the onward journey). The TSA employee at the gate asked me to open the bottles for additional screening. I explained that the bottles were factory sealed and if we open, we have to refrigerate or use it with in an hour. Neither would be possible, since the kid can't drink both at the same time and it is not medically advisable to drink large quantities of this liquid.

The TSA employee insisted us on opening the bottles or going thru a pat down search on me and additional screening of my carry on luggage. I told the employee that I would comply for a pat down search if he could show me a TSA policy on pat down searches related to carrying baby food on board. He called his supervisor and the supervisor could not show me the policy either and asked me to read at www.tsa.gov. When I insisted a printed copy of policy, she threatened that I would face further consequences since, I was not letting her to do her job (I scanned the website later for the policies relating to pat down search and the carrying baby food on board. And, none could be found).

I was wondering why would I go thru a pat down search if I have to carry a factory sealed baby food. How would this same liquid eligible for on board flight if we buy it from a store at the gate?

Sometimes, I tend to think the TSA employees lost their common sense and behave like machines. Instead of screening a container for tamper, how would patting down a person would clear the liquid for flying. Please enlighten me on this. Also, please educate your employees that the TSA is here to keep air travel safe and not to threaten the passengers if they ask valid questions.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/3/2014 2:34:36 PM

6/3/2014 4:32:04 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 1624 (CLT to BOS) on May 29, 2014
Comments:I am a 78 year old woman of Chinese decent. I was rudely told to remove my shoes at security. I speak English well, having been resident in this country for over 45 years. When I responded that you no longer require those over 75 to remove shoes, the guard aggressively informed me that I was wrong and that I must remove my shoes. So which is it? Your posted rules state that I do not need to remove my shoes. Your guards are of another opinion. I should note that WHITE elderly people in line ahead of me were not asked to remove their shoes.

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

I have now confirmed that you have something against sparkles and sequins.

I know this because last Christmas I wore a gold sequined (plastic sequins) sweater and had my boobs patted down by your security agents (BWI). This past weekend, I wore jeans with plastic rhinestones on the back pocket and had my butt patted down (BOS). Prior to both these incidences, I wore my jewelry through security. A ring, a necklace, and earrings (with no sparkles on my clothing) and was subjected to a full body pat down (Cleveland).

I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014 4:33:01 PM

Frankly, I don't mind the pat downs, and I could care less if they rub down my boobs or my ass in public - mostly because I know that the search is unwarranted and will yield nothing - I have nothing to hide. (and all is fair in the name of national security, right?)

However, I do think it is incredibly ridiculous that, despite the use of all this new technology and full body scans, agents are still requiring that I subject myself to this physical scrutiny based on my clothing and the fact that I will not put expensive jewelry in my bags (I believe most women would concur).

In addition to this, my palms have been swatched multiple times because I choose to hold my ID and ticket when I go through the scanner. No amount of reassurance will suffice that it is wise to be separated from these forms of ID during a security check. It's not like your agents don't know what these things look like and I cannot possibly be the only person who does this.

What I have come to conclude from these experiences is that your approach to the use of the "full body scanner" is crap. I understand perfectly the theory behind acoustics, backscatter, and identification of densities and articles using sound. There is no way (none) that wearing a bra should mean I am patted down on my back each time I go through these machines. There is no way your staff do not know exactly what the buttons and fittings on a pair of jeans look like - or a belt, or a watch, or a ring, or sequins on skin tight jeans. A woman going through with hits on her neck and ears is probably wearing a necklace and earrings (which should be visually confirmable). The lack of use of common sense in assessing these things is appalling.

If you insist that it is a behavioral cue, I will tell you that your instructors are looking for the wrong thing. I am polite, cooperative, gracious, and attempt to be patient with other passengers who do not know what they are doing. If you want to tell me that those are signs of a terrorist, try me.

I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

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I know this because last Christmas I wore a gold sequined (plastic sequins) sweater and had my boobs patted down by your security agents (BWI). This past weekend, I wore jeans with plastic rhinestones on the back pocket and had my butt patted down (BOS). Prior to both these incidences, I wore my jewelry through security. A ring, a necklace, and earrings (with no sparkles on my clothing) and was subjected to a full body pat down (Cleveland).

I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014 4:33:01 PM

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I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.
Caller wants to report an inappropriate and humiliating patdown. The TSO s name was LTSO (b)(6) at FLL at the bravo checkpoint. There was another TSO named (b)(6) The TSO made her step aside and went into her dress and touched areas of her body. They told her that anytime a passenger wears a long dress they have to do a patdown. They touched her vagina at least three times. They didn t offer her a private screening and she did not know that she had an option of requesting a private screening. She is a government worker and she is not going to let this go. The caller is 5 3 average weight, dark hair. The supervisor told her there was no number to call to make a complaint. She didn t get his name. He had an Italian last name, he was 5 10 with a dark complexion. They should not be touching places like that. They should be patting them down appropriately and offering a private screening. The supervisor told her thats not true that if someone has a long skirt they have to do a patdown. There was another woman there that did not have an ID with a long skirt. They did not pat her down until she complained about it. The agent (b)(6) made a snide remark to her and said he wasn t here for his health.

6/3/2014 5:57:12 PM

Advised:

I will forward this information to the CSM at Fort Lauderdale for further review and investigation.

Airport where the incident occurred: FLL
Date and time of incident: June 3, 2014, 545 pm
Individual s contact information email
(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 6/3/2014 4:47:19 PM

Name (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight No: 4021
Southwest from PIT to BWI
May 30, 2014
Approx. 10:00 AM
I typoed the year in previous email. It was year 2014.
Comments:I put the incorrect year on my previous post (typo). It just happened - - - 2014, not 2013!!
At my patdown I kindly asked the TSA screener to be careful around my tender R knee area. What happened was she grabbed my knee so hard I jerked forward and then she left a finger/hand print bruise on my calf that I still have 4 days later, plus my knee swelled up! When I cried out she said "Oh, you'll be ok." Now why would she deliberately hurt the one part I asked her to be gentle with? I was so shocked and incensed. I'm STILL so upset that someone would do this to me! I'm already nervous about my next flight. No excuse for that at all. I was wearing slim jeans to show that nothing was hidden there.
I can send photos showing bruises and swelling if requested.
While going through security today, at approximately 1:30 pm Central time in the security check station closest to the Southwest Airlines counter I had the WORST experience with your TSA staff. I have traveled many times since the TSA program has been initiated including going overseas and this team was the most surly I have encountered.

Not one of them and there were about 12 had a smile, no one was kind or considerate. No one spoke friendly. (b)(6) snatched my license and boarding pass out of my hand.

When I triggered a pat down, the curly headed lady (sorry I didn't get her name) did not give clear instructions as to what position to stand. She just started to get short with me when she had not given me the instructions. No one wants a pat down but when they don't tell you how to stand they are assuming I can read their mind. This is NOT my 1st pat down so I am not complaining about that step.

Frankly, traveling has lost all it's fun and I realize the TSA staff is there for my security and not my entertainment. But we can all be pleasant with each other and act as if we are happy to be at work. They did none of this - not ONE Of them did this.

6/3/2014 6:17:16 PM

6/3/2014 8:25:48 PM

I am sure you have cameras watching everything - take a look at this team. They are not anything I want to experience and frankly will go to another station if that is possible. But I am stuck with them! I don't have a choice but to be as pleasant as I can, which I did today. I even asked Dana if she was ok and she snapped back at me.

My expectation by making this complaint is that I will now be on the cavity search list but I think it is important as a citizen of the USA to speak up when I feel there is an opportunity for improvement. This team definitely needs some manners.

(b)(6)

The Colony, TX 7556
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 7:32:44 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :
Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

6/3/2014 8:26:35 PM

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 7:32:44 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :

6/3/2014 8:26:35 PM

Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 7:32:44 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :

6/3/2014 8:26:35 PM

Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/4/2014 7:11:22 AM
Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 06/04/2014 5:30 AM Airline & Flight Number : UA 5415 Checkpoint/Area of Airport : Checkpoint 5 TSA Employee: (If Known) (b)(6) Comment : Good morning,

I was in the standard screening line and pulled into tsa pre-check through a random selection (I typically get pre-check due to the frequency of my travel but was not for this flight). Then I was randomly selected for a hand swab when I was ten persons from getting through the line. With no information provided to me as to what was on my hands I was pulled from line and subjected to a full body pat down and luggage scan. The whole process to 22 minutes and I had expressed that I was running late from my flight. The lack of communication and entire lack of urgency made the experience very unpleasant. Safety is paramount, but urgency is also appreciated when I expressed the urgency of my situation upfront.

6/4/2014 8:14:56 AM

Now I have no idea why my hands come up with a flag and I missed my flight.

Best
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/4/2014 8:15:06 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/4/2014 1:43:11 AM
Airport : SJC - San Jose International Date/Time of Travel : 06/03/2014 5:30 PM Airline & Flight Number : SWA 3119 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : After going through the scanner twice it showed I had a "groin anomaly". This resulted in a "manual" screening. Nothing was found in this additional screening which consisted of a complete search. No explanation was offered as to why the machine malfunctioned. This lead me to conclude that the scanners are not foolproof by any stretch of the imagination. so why waste tax payer funds on them? In fact,every time I've gone through one of those scanners it leads to some sort of pat down, but this was by far the worse. Are there any objective evidence as to the effectiveness of the scanners or do you track how often they give false positives? If they give so many false positives then how many false negatives do they give? I feel safer with the old system then the scanners. I don't expect you to give me any answers. At least any answer that would satisfy me. I just wanted to make a complaint with the slim hope that enough complaints would make a difference.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/4/2014 8:15:18 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 10:04:19 PM Airport : MKE - General Mitchell International Date/Time of Travel : 05/31/2014 2:30 PM Airline & Flight Number : AA 2634 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : Female don't know name Comment : I am pregnant and opted to not go through the BIG x-ray machine, they had 2 lanes open but were just closing the lane with the metal detector. The male TSA employee kept trying to let me know that there's no proof that the x-ray machine can hurt my baby and I kept letting him know that my DOCTOR had advised me not to go through them and that I travel often and had never had anyone tell me to just go through or try to convince me it was no big deal as he was doing. Then a female TSA agent came over to take me to do a pat down…she alerted me of what she was going to do, but again, I travel often and have been getting pat downs for a bit now and hers was BY FAR the most invasive yet! She touched my buttocks, stuck her fingers inside the waist band of my pants and made me lift my shirt with a bunch of other travelers around watching, she ran her hands up my leg which is no big deal but on both sides she made contact with my vagina which has NEVER happened to me and I thought was extremely inappropriate!!! I felt extremely violated and I felt as though because I had inconvenienced them by not just going through the x-ray machine as the male TSA employee was trying to implore me to do. I was being 'punished' for it by this woman being invasive!

I HAVE to continue to travel and get pat downs for the time being and now after this experience I am very upset and dreading the TSA.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

6/4/2014 8:15:25 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?
Disability Description: The caller and her husband are elderly. Her husband had an accident and hurt his arm. He wears a brace on his elbow.

Response Details: I advised the caller that she would need to write in her complaint. I apologized to the caller for their experience at the security checkpoint. I advised her that her complaint would be forwarded to the appropriate office but that it would just have to be in writing.

Incident Details: The caller and her husband traveled through MDW airport on 6 2 14. The caller is in her late 70 s and her husband is nearly 85 years old. The incident occurred around 7:00PM. They were traveling on Southwest airlines. The caller stated that she and her husband were randomly selected to go through a side lane. She stated that they were told that they would not need to take off their shoes. The caller stated that a tall man, who was very nice told them that they could go through the line. The caller explained that her husband had a brace and the tall man told them that was fine. The caller stated that there was an alarm whenever her husband went through the metal detector.

6/4/2014 10:00:19 AM

The caller stated that the officer at the screening checkpoint became rude. She stated that her husband s luggage was thoroughly searched as was his wallet. She stated that he had a patdown. She stated that her husband was told that he had to stand with his arms out for 4 mins and was not allowed to put them down. The caller stated that they told the officer that he had a brace. The caller stated that her husband stood there in obvious pain. The caller then stated that the tall man came to the security checkpoint and asked them what was going on. The caller stated that the officer that was being rude to them and conducting the screening became more compliant.

I advised the caller that she would need to place this in writing. I am sending this to ODPO as her husband had a brace on his arm and had to stand with his arms out for four minutes and was placed in obvious pain.

I obtained her email address so that we could send the RFI to her.

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

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Remote Client IP: (b)(6)
Date Time: 6/4/2014 9:28:09 AM

Name: (b)(6)
6/4/2014 10:04:55 AM
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):New York LaGuardia Airport
Terminal C
Wednesday, June 4, 2014 at 5:40am
Comments:Upon passing through security screening, one of my bags was confiscated by (b)(one of the TSA employees on duty. He indicated to me that he needed to examine the contents of the bag and that I should join him when I was ready for the inspection.
(b)(proceeded to open and inspect my bag without my presence at the place where the examination was taking place. This should be clearly seen on the cameras monitoring the area. When I challenged him on this matter, he indicated that I was right, but in his expression made light of my concern -- that should also be evident on camera.
I assume that TSA wants passengers to take the security screening seriously and follow the proper protocol. Hopefully TSA expects the same type of attitude and behavior from its employees, something that was not evident in this case.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/4/2014 3:34:53 PM
Airport : BOS - Logan International
Date/Time of Travel : 05/31/2014
Airline & Flight Number : jet blue
6/4/2014 4:09:49 PM
Checkpoint/Area of Airport : jet blue terminal TSA Employee: (If Known) :
Comment : Staff was very slow to do pat down and very unfriendly. Despite precheck had to remove shoes.

my question: if I am a Trusted Traveler with Global Entry and PreCk why is it necessary to pat me down every time because i have an artificial knee. It is a waste of everyone's time. Presumably you have run a background check and know I am no threat.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a metal hip implant in her left hip. She has severe adema and carries gatorade powder. She has worn depends before but did not state that she is wearing them this time.

Information Request: She said that her hip implant has presented problems since she got it. She is flying from OHare and has had problems here in the past. She stated she has been groped because she alarmed and because she had on depends. She has had problems at Newark too.

She wants to know if there is something that can be done to help with this upcoming flight.

Response Details: I told her that we can help her with this. I told her that I can request a PSS to help her and she agreed that this would be helpful.

6/4/2014 5:28:36 PM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
The AIT only shows a generic image and they have done away with the previous ones.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

I told her that when she reaches the checkpoint to let them know she has requested a PSS and if someone is not there to meet her then ask for a PSS before screening starts.
Powdered gatorade is a solid food item. Solid foods are acceptable, however, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container and all food must undergo x-ray screening.
Sent email and referred to ODPO.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, June 04, 2014 4:32 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 6 4 2014 4:32:05 PM

Attachment

6/4/2014 6:04:17 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
n a
Cell Phone:
same
PO Box or Street address:
n a
City:
littleton

(b)(6)

Littleton, Colo 80127
(b)(6)

Dear,
Transportation Security Administration s (TSA) Office of Civil Rights and Liberties

I am writing this letter regarding a issue that occurred on 6 1 2014 around 8:00am.The flight number 2920 Portland to Denver. I will briefly describe the issue. I was on a family vacation with my two children and my husband. I had been though two other TSA screening that same week without a issue. My boarding pass didn't match my State driver license.

6/4/2014 6:04:24 PM

My State driver license was about to expire before I purchased my ticket, so I had decided put my new married last name on the boarding pass, but I couldn't change it at the DNV on my State driver license because I first had to go through Social security office first to change it there first. Therefore, I left my median last name on my State driver license. I had explained this issue to the TSA, so the TSA asked me for other verification like a prescription or anything that has my new married last name, so , I had verified my last name with photo I.D state issued, medical insurance card, and a prescription bottle. I completely cooperated with her so we could get though security faster. After all of that she asked me about my kid's names and my husband's name even though he had his State driver license (same last name).

Besides, I had been screened though the Advance imaging technology and my carry-on went through the scanning process. Another TSA a showed me the screen and said "good job you passed this screening." To inform you, I was dressed in skin tight elastic tank top shirt and skin tight pants without setting off any metal detectors. However, that still wasn't good enough for the TSA. The TSA had patted me down from head to toe, and she also lifted my shirt and checked my waste area twice putting her hands on the inside between my pant and waste. She had taken everything from my carry-on bag out in front of everyone swabbed all my personal items like I was a criminal. Furthermore, I wasn't giving a choice she made me do both screening I felt violated and harassed. I feel she was being unreasonable with all her screening and questions. I shouldn't have to feel like a criminal, and be violated to that extent. The TSA officer was a supervisor or at least that's was stated, and she never once offer me a private location to do a pat down. I feel several of my rights been violated at this point.

Please feel free to contact me by email: HYPERLINK (b)(6) Or call me at (b)(6)

Thank you for your attention on this matter.
Sincerely,
(b)(6)

Caller was in Yuma. She has a pacemaker and she got a full patdown. She was informed of the patdown procedures and she told her she was not going to accept a patdown. She ended up going through WTMD, on her own choice because she refused the pat down.

6/4/2014 7:44:20 PM

Advised,

I advised that if she turned down the technologies, which she was supposed to do due to the pacemaker, she would have gotten a patdown to get through the checkpoint. I advised the only reason she went through the WTMD was on her own choosing because she refused to get a patdown

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/4/2014 9:30:28 PM
Airport : MCO - Orlando International
Date/Time of Travel : 05/18/2014 3:00 PM Airline & Flight Number : south west Checkpoint/Area of Airport : security screening TSA Employee: (If Known) : ?

6/4/2014 10:01:52 PM

Comment : As a frequent flyer I have been rewarded with the TSA pre check to expedite the process. On sunday 5/18/14 at 3:00pm I passed thru the AIT - my blouse had some metallic decorations on it, so much to my surprise I was pulled aside and "screened" by pat down, which includes the hand wipe function. How surprised was I when I was told my hands tested positive ! for what ??? Immediately I was whisked away into a private "room" for additional screening. There was no regard for my companion and no explanation for what was to occur. The agent and I waited, and waited....I was not told why when asked.....finally a second woman in uniform appeared....guess there needed to be a chaperone for the agent. What about me? So, now she begins the more "thorough" screening....all was negative thank God....My companion and I discussed what my hands could have touched.... I'd used the restroom, washed my hands.How surprised and appalled was I when the agent stated the hand soap used contains glycerin and it is known to have this result. As a frequent flyer, with bilateral hip replacements, I am shocked - that this is known and not rectified ! Since 2004 I've been subject to "pat-downs" until the AIT came along. At age 63, I understand and support security being in place. However, a known entity like hand soap causing unnecessary work for the agents, delayed processing for myself - not to mention the "uncomfortable process of a more detailed pat down " is inexcusable. I implore the TSA rectify this immediately. Thank you for your attention to this. (b)(6) Would you like a response? : True Passenger's Name (b)(6) (b)(6) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/5/2014 8:24:36 AM

Dear Sirs,

On May 24, 2014, I flew out of Seattle, WA to St. Louis, MO. on Alaska Airlines, flight 748, at 11:50 AM. After I had gone through the scanner, I had walked over to get my belongings that had gone through x-ray. All of a sudden, I was pulled aside and escorted back to the rear of the scanner to be wanded and nothing was found. My summation was a faulty scan. Supposedly there was something found in my shirt pocket, when there was no pocket on the shirt. And also supposedly something in my pants pocket, and again nothing was found. I fully cooperated with the officers, and nothing was found as was clear to see. I was then put through a pat down with no explanation, especially considering that the wand found nothing.
Upon returning home to Atoka, TN, I found that the zipper had been cut. Inside the suitcase was TSA-OSO Form 1000 stamped May 24, 2014 at 9:50 AM. You will see from the attached photos of the zipper and lock, that the zipper was cut, not the lock as stated on the aforementioned form, which I have also attached a photo of. I would very much appreciate reimbursement for this suitcase, considering that the TSA security officer who did the inspection, could have easily cut the lock and not the zipper(photo of cut zipper attached). I also found that my wife's suitcase had been searched as well, and neither her lock nor zipper was cut. Her lock was the same size as mine.
You may send the reimbursement to the following (b)(6) Atoka, TN 38004. If you care to discuss this issue with me, please call (b)(6) and I will graciously return your call.
Thanks for your attention to this matter.

Sincerely,
(b)(6)

6/5/2014 9:23:05 AM

Caller checked in via Delta this morning and precheck wasn t on her boarding pass, she applied for the TSA APP program and asked why she paid $85 dollars?
States she applied at the enrollment center at the IND airport.
She wants to lodge a complaint that there should be a sign in the window at the enrollment center that Precheck isn t a guarantee even if they pay the fee and go through the process.
Caller states she doesn t want to go to the airport and have to stand in line with children and old people and get naked.
Reason she applied for precheck was so she could breeze through the screening process and not have to have a patdown.

Response:
Advised precheck is a random selection only, not a guarantee for anyone.
Advised caller she should be given eligibility on a more consistent basis than passengers selected at random based on information provided when a flight is booked.
Although TSA will always incorporate random and unpredictable security measures throughout the airport.
When making a reservation, passengers should enter their TSA Pre\u2713™ known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate.

Must be flying via airline assigned to airport, confirmed Delta is assigned to IND.
Advised caller the information on her airline profile, TSA information provided and ticket/boarding pass should match exactly.

Explained to caller if she goes through the precheck line if an alarm sounds or an anomaly shows on the screening from the AIT, she still will be required to have a patdown to complete screening.

To Whom it May Concern:

The following complaint was sent to DOT s Aviation Enforcement Protection Office and is being forwarded to TSA for review and response. Please do not hesitate to contact me directly should you have any questions.

Theresa Prater
US Department of Transportation
Transportation Industry Analyst
Phone: (b)(6)

6/5/2014 12:12:40 PM

Case Number: (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
GG1921 TSA 05 27 2014 DENVER, CO TO NASHVILLE, TN
Description of Problem Inquiry
I am 65 years old and have had both hips replaced. I explained to airport worker why detector went off. He asked for a pat-down. It was performed by a female employee. It was done in front of EVERYONE, I was not given the option to go to a private room. Also some kind of rights were given me ending with lawyer and here is a computer if you want one. Not sure what all she said as we were in the middle of 6 plus lines with people going thru and lots of noise. To say I was humilated would be putting it lightly. I understand rules and safety but courtesy and respect can still be given. And no, this has not stopped me from flying. I am retiring this year and plan to do a lot of it. There just has to be a better way for a person with both hips replaced.

Good morning,

Friday night I was flying from Denver to Boston, on a 6 o'clock Southwest Flight.

When I went through security, I had an unfortunate experience. I spoke with Homeland Security who suggested I e-mail your organization.

I have a knee replacement. I told 2 people before I went through the screening process. Instead of going through the larger machine, I went through the smaller one. Of course it went off.

My shoes and bag were x-rayed and I had to be "pat down".

However, when this older woman asked do I hurt anywhere, I knew I was in for it. I am a 62 year old woman with Rheumatoid Arthritus.My hands and feet are obviously deformed. I asked her if I could have my shoes to put on the answer was no, you can't touch anything; just look at them(?).

After several minutes and being "touched "everywhere (numerous times)I had to stand there while she took off her gloves. Then she said you can touch your things now.

6/5/2014
12:13:48
PM

I have done a lot of traveling. Never have I experienced this treatment or feeling violated. I welcome the safety precautions. Of course they're necessary.

However, this was beyond necessary. I never understood why people got so upset about a security check. Now I know.

Thank you for your time.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/5/2014 11:01:49 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 06/01/2014 5:15 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Agent (b)(6) Comment : I was flying home to NY on June 1st. My flight was at 6am but I was going through security and this incident happened at 5:15.

I chose not to go through the backscatter machine and asked for the pat down. I have flown regularly for years and am familiar with a patdown. I have only twice felt violated by them. The first time I didn't know how or who to complain to. And this time, I will say though that both times I got the impression the woman giving it was trying to make me uncomfortable because they were annoyed to have to do it.

Agent (b)(6) said that she would have to pat up my legs until she met resistance. And that sensitive areas would be touched with theh back of her hands.

She pushed up between my legs enough that I felt a bit like i was being pushed upward. I thought it was a fluke until she did the same thing on the other leg. At that point I exclaimed "woah" and she repeated that she had to go until she met resistance and I told her that I had had pat downs many times and they'd never gone into my vagina before.

6/5/2014 12:14:23 PM

She continue the pat down from the back of my legs. She insisted that I "pull my pants up". They were not sagging but I lifted them up some. She then again said I should pull my pants up so they don't fall down. And I said "they're not falling down." If I'd have pulled them up any higher I would have had the crotch of my pants cutting into me. And then again, she went up my legs and i felt the side of her hand go between my legs in a very invasive way.

There is a difference between "feeling resistance" and pushing into resistance. Had I been a child or a victim of sexual assault this would've traumatized me.

She proceeded to then go around each of my breasts very very thoroughly and roughly.

What bothers me the most is that had i had time I would have stopped her the first instance she made me uncomfortable and asked for a different person. But I don't even know if that's allowed.

Also, if you are looking for residue, then why do i have to feel like i'm being groped?

If a stranger or even a security person at any other location had done the same thing, I would be able to file charges against them!

Furthermore, I do fly often, and I always choose the pat down (as is my right). But every pat down is different. Why is there no consistency?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/5/2014 5:18:50 PM
Airport : LGA - LaGuardia
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/5/2014 6:03:14 PM
TSA Employee: (If Known) :
Comment : I wrote to you about a pat down that left me basically feeling like i had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would i want to give the same person that has groped me in public access to more privacy?
Would you like a response? : False
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/5/2014 5:18:50 PM
Airport : LGA - LaGuardia
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/5/2014 6:03:14 PM
TSA Employee: (If Known) :
Comment : I wrote to you about a pat down that left me basically feeling like i had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would i want to give the same person that has groped me in public access to more privacy?
Would you like a response? : False
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/5/2014 5:18:50 PM
Airport : LGA - LaGuardia
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/5/2014 6:03:14 PM
TSA Employee: (If Known) :
Comment : I wrote to you about a pat down that left me basically feeling like i had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would i want to give the same person that has groped me in public access to more privacy?
Would you like a response? : False
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/5/2014 4:49:45 PM
Airport : MCO - Orlando International
Date/Time of Travel : 06/03/2014 11:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
6/5/2014 6:03:16 PM
Comment : The TSA representative would not accept my Australian Government Issued Drivers license as a valid form of ID because it did not match his "book" which was is out of date. Queensland has gone to a chip based issued ID which still has a photo in it but has the address on the back of the license. I was then requested to produce an international driver's license which I did, but the international drivers license I produced did not meet expectations even though in all other countries including the EU and Middle East (and as issued by the relevant authority in Australia) it is valid. I was then asked to produce a credit card for which I produced an Australian Bank ANZ American express card which was again met with sceptism as it was not from a US based bank. I was travelling with both my children aged 8 and 5 who are both dual australian and usa citizens and was then subjected to a full pat down in front of anybody with my kids questioning me as to what is wrong. I was selected for further screening simply because I am a foreigner and the license books you have issued to your personnel are out of date. If you are going to reference books as part of your checking process, then they need to be kept up to date. No checks were done either on the bank to check whether it was real only that it was not a US Bank.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a knee replacement and they paid $85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn t get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn t open her purse until she was there.

When she arrived at ATL she stated she was provided a wheelchair which was very nice.

Information Request: Why does her knee replacement require her to have a patdown when she has the precheck and what did she pay the $85 dollars for?

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

6/6/2014 8:08:11 AM

Explained she can present documentation which only improves communication with the TSO and advises of any medical condition which could affect the screening, not a requirement.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Provided information via email.

Explained to caller going through the precheck lane doesn t prevent a passenger from having a patdown if an alarm sounds going through the WTMD.

Explained to caller she paid the fee for a background check, fingerprints, etc. for the program and those services aren t free.

6/6/2014 8:36:32 AM

Caller is wanting to file a complaint on TSO (b)(6) at LGA. The caller is pregnant and requested a patdown screening and TSO (b)(6) was not even conducting the screening and she started yelling at the caller and making rude comments. This occurred around 8:20am this morning at United Terminal Checkpoint 4. Caller stated that she thinks a lot of passengers would be happy that this agent is being reported for her rude actions and comments. Caller was not sure of the TSOs first name she thinks that it is (b)(6) or (b)(6) or something similar.

I apologized to the caller that she had this experience at the checkpoint and advised her that I am forwarding the complaint to the CSM at LGA so they will be aware of this issue.

6/6/2014 10:06:50 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/6/2014 9:01:24 AM
Airport : RKS - Rock Springs-Sweetwater County Date/Time of Travel : 06/06/2014 6:45 AM Airline & Flight Number : DI 7389 Checkpoint/Area of Airport : Tsa security TSA Employee: (If Known) : (b)(6) superviser Comment : The employee (b)(6) female, wearing a supervisor badge was ridiculously rude and made the process worse. I asked for her TSA employee number and she refused. I fly all the time and respect the process. There was a huge line and nearly missed my flight. She refused to pat me down because my feet were in the example feet on the mat but my toes were a quarter inch from lining up perfectly on the mat. I put my hands up and said go ahead. She said she could not proceed until she said everything and if U "interrupted" again she would need to start from the beginning she then spoke for five minutes explaining what a pat down is, which sides of the hands would touch each part of my body, that i needed to stand for four minutes- which was 9 minutes by the time she cleared me, the line tripled. She refused to answer my question. She told me i could put my arms down, then a minute later, insisted they go back up and refused to continue. A person like this claims to be diligent, anal, detail oriented in truth she is abrasive, arrogant and disruptive. I feel sorry for an elder person. I was without my shoes for ten minutes. I asked for them twice, when done i asked for them she rudely said go get them and walked away. A supervisor? A disgrace.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

6/6/2014 12:14:23 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Washington Dulles International Airport

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CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

6/6/2014 12:14:25 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Indianapolis International Airport

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CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

6/6/2014 12:14:31 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport
FYI:

From: (b)(6)
To: tsa@service.govdelivery.com
Sent: 6/6/2014 3:30:30 P.M. Eastern Daylight Time
Subj: Known Traveler Number

6/6/2014 4:06:21 PM

I believe you may want to reconsider what you tell people about the benefits of a Known Traveler Number to be honest with future applicants.

I have a KTN and traveled recently on JetBlue. My boarding passes indicated "TSA PreCheck," so I attempted to use the pre-check security lines at both Washington Dulles and Boston Logan.

Because my knee replacements set off the alarms, I had to remove my shoes, belt, light jacket, and be submitted to a patdown. In Boston, the TSA officer told me that having a KTN/TSA PreCheck is worthless if an alarm goes off.

You should warn future applicants who have joint replacements to expect what I encountered.

Sincerely,
(b)(6)

Caller wants to make a complaint about Wifes experience in La Guardia airport. The wife is pregnant and requested a pat down and waited for a long time and nobody came to provide that service. Then an officer made her go through an AIT machine and the caller .

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, who have all affirmed their safety. This testing took 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 TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

6/6/2014 5:16:39 PM

Airport	LaGuardia
Airline	Delta
Flight #	Unknown
Date - Time	June 6, 2014 5:30pm EST
Location of Incident	Terminal C
Contact Info	317 374-5377
Description of TSO	One was female and one was male, neither were caucasion

Caller wants to report an incident that occurred at PHX when he went through the checkpoint. He is a frequent flyer and MVP with Alaska Airlines. He traveled from Portland to PHX (sic), and he had the TSA pass. There was a new person who decided to give him the pat-down and go through his bags. Caller was delayed a half hour and missed his flight. He was told he could rebook his flight. He got there plenty early and has never had a problem before. He doesn t think he deserved or needed to endure what he went through. It was humiliating and expensive.

Caller wants to know how do we handle issues like this.

I advised that I would take the particulars of the incident and forward those to the CSM there for review.

The screener was an elderly gentleman, 5 ft 9 in. tall, with gray hair, glasses, and only the elderly person on staff there. He had to have someone sign off on everything he was doing. Caller was delayed half an hour and missed his flight.

6/6/2014 5:19:49 PM

When did you go through the checkpoint?

He went through between 1200 and 1215 hrs. this date.

Which checkpoint?

Line 3.

Is there anything else I can address?

Caller wants someone to pick up the tab for the air fare he was out.

I advised that I would forward these comments to the CSM for review.

Hi,
On 6/2/14 I received an email saying, "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."

It's now been 5 business days and I have not gotten a response regarding the below.

Thank you
(b)(6)

From: (b)(6)
To: TSA-ContactCenter@tsa.dhs.gov
Sent: 6/2/2014 9:17:11 A.M. Mountain Daylight Time
Subj: Complaint Agent (b)(6)

6/6/2014 6:15:20 PM

Dear Sir/Ms:
I have a complaint regarding TSA agent (b)(6)

Location: Denver International Airport
Date: May 30, 2014 Friday
Time: Approximately 7:35 AM

Incident: (b)(6) said, "Let's be rational, sweetheart." Of course, the words themselves are inappropriate and completely unprofessional. What was worse, though, was her condescending tone and sarcasm. And what was worst of all was that I was being rational and she was not.

Background: I chose to opt out of Rapidscan and accept the pat down. While my carryon luggage, shoes and all contents of my pockets went through the scan, I held on to my wallet. Not only was there over $100 of cash but my charge cards, ID, insurance info, in a sense, 'my whole life' is in my wallet.

Given: The TSA does not accept responsibility for stolen items;
Disability Description: Caller had a bad leg and filed an ODPO complaint.

Incident Details: Caller flew in January and had an injured leg, she requested assistance as her doctor only allowed her to fly as a handicapped patient. When she was being wheeled to the checkpoint a man called her over and made her pick up her dog and walk through the metal detector. The dogs collar set the metal detector so they took her dog and performed a pat down. After that the man picked her up physically and started bumping her injured leg with his. Caller continually said the man was hurting her and he continued to do it and was consistently rude. The man eventually ran his leg down hers on her ankle and cause her to collapse. She asked for his name and badge but he would not let her.
She has six spots from her hip to her ankle from scar tissue caused by this the caller says. She has spent all of her money trying to correct this issue.

6/6/2014 8:07:16 PM

She called Sky Harbor the moment it happened and they told her it was TSA and that it was all recorded and not to worry about it. The TSA then told her they deleted tapes every thirty days. Caller just sent an RFI a few days ago and wants to know what is going to happen.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

6/7/2014 9:19:29 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?
INQUIRY:

Caller s daughter was traveling as an unaccompanied minor from PHL. Caller escorted her daughter to the gate so she went through the screening checkpoint. The metal detector alarmed due to metal overall buttons so caller was informed that she would need a patdown. Because the caller is 8 months pregnant, she was uncomfortable with the patdown procedure and informed the TSOs that her breasts and belly were very sensitive and shouldn t be touched. A supervisor was called and then the police were brought over because the caller didn t want her body to be touched. The TSO that did the patdown jammed her thumbs into the bottom of the caller s belly. Caller was very upset about the patdown and the way in which the screening process was conducted.

6/7/2014 11:47:42 AM

RESOLUTION:

Per Jeff Burke, gave the contact information for the CSM at PHL:
Name: Kimberly Masso
Phone: 610-537 (b)(6)
Email: (b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 6/8/2014 4:59:51 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight number: AA97
Airline: American Airlines
Terminal: D
Airport: DFW

6/8/2014 6:11:59 PM

Comments:I passed through Terminal D of DFW on Tuesday May 13, 2014 returning on an international flight from Cancun, Mexico (flight number AA97) and was appalled by the immaturity of several TSA officers working in that terminal. My father and I were given Express Passes, along with everyone else on our flight, to go through Customs and get to our next flight on time since our previous flight was severely delayed due to a maintenance problem with the airplane. We passed through the express customs machines, retrieved our luggage, re-checked our luggage and proceeded to security before trying to catch the next leg of our flight in time.

When we arrived at the security check point, around 12 noon, my father passed through with no problem, having a PRE-CHECKed ticket. When it was my turn, I asked if I could pass through the metal detector instead of the full body scan, as I fly internationally regularly and had researched the body scanners thoroughly on several occasions and preferred an alternative method. In the past I had been allowed to pass through metal detectors instead of body scanners on several occasions, despite the officer assuring me that I had not and that that had never been an option. When I asked if there was an alternative method available he ordered me to stand to the side of the line for a pat down, saying that I had opted out of the scanner. This was ok with me as I preferred not to go through the scanner, but looking back I suppose I had made the mistake of assuming that I would be treated professionally by mature adults.

They had me wait there for 10 minutes while ignoring my requests to pass through the scanner (since I did not have much time before my next flight and they were purposefully delaying me further). I pleaded around 6 different times to 2 different officers working there (the first one a middle-aged balding man who had sent me there to begin with and the second a middle aged blond-haired woman on the other side of the scanner ushering people through) and both told me to stay where I was and wait, that I had opted out of the scanner and that was no longer an option. The two did not take any action to get me through the check point until I saw someone going through the metal detector with an orange paper and I told them that I had been given an Express Pass and was going to be late for my flight and, more importantly, that my father had been standing several feet away watching this happen for the last 10 minutes. This is when the man finally got on his radio and asked that someone come to give me a pat down. When the man, a bald man who I had seen before walking around the checkpoint, came to give me a pat down, I tried to ask him if I could just go through the scanner to be on my way more quickly, but he interrupted and told me to wait to ask him any questions. He pulled me through a little gate on the left of the scanner and over to a mat with 2 yellow feet drawn on it. I made several attempts to ask him the same question but each time he told me to wait until he was done to ask any questions. When he had finished his speech I asked him if I could just go through the scanner and hurry on my way, to which he replied that if I had wanted to do that I should have asked him before I came through the little gate. I responded that I had tried to and he told me I was not allowed to ask any questions. I also told him that that could not be true since I had asked 2 separate officers to let me go through the scanner prior to passing through the gate and they both denied me that opportunity, saying that it was too late, I had opted out. The man did not respond to this, but suggested that I research the scanners online and see that they no longer show naked bodies, but Gumby-like outlines. I knew that they supposedly only showed generic outlines from my previous research, but I do not trust this as I had heard that the company that made the previous generation of body scanners had falsified the photos they released to the public when selling the machines to the TSA and that they were more revealing than we had been told originally. Furthermore stories of TSA officers forcing pretty women to go through the scanners multiple times, holding up passengers they don't like, and making fun of people as they pass

6/8/2014 7:04:16 PM

Hello. I would like to file a complaint against an lax tsa employee inappropriately touching me in private male area during a pat down. This TSA employee all harassed me. Incident at 12:45 pm at lax airport security screening checkpoint yesterday June 7 2014. Tsa supervisor and officer (b)(6) from airport police intervened and took me to a private screening room. Tsa officer was still trying to touch me. Did not feel comfortable and asked another tsa employee to finish screening. I was cooperative but felt violated for another male inappropriately touch me another male. Please contact me if you need any further info. (b)(6) Thank you.

To whom it may concern

I have a concern with the way the private screening process is handled at Charlotte Douglas airport (specifically A terminal)

After my private screening pat down a "swab" is taken and checked for substabces.

That processes is handled outside of the private screening area and outside of my sight. I would like to have that swab screening process completed in my view to ensure the "chain of evidence" is handled appropriately.

6/9/2014 8:26:31 AM

I have had the swab alarm in the past (for unknown reasons) and the personal violations I felt I was subjected too is not something I would like to endure again.

My question is - Is it possible to keep that "chain of evidence" in my sight when I am getting private screening. This is allowed to those that choose to have the screening completed in clear view of other passengers, I do not choose do be screened in that manner, but would like the same considerations.

A (b)(6) (something)(sp) has informed me that I cannot (at this terminal) have screening completed that way. I know other airports have the swab screening in the private screening area just for this reason, as well I have had TSA escort me and carry my belongings out of the private are so that I can view the swab and the swab test. Is this airport different than than others or do the screening processes and allowances vary from airport to airport?

I fly quite often and these are extremely valid concerns to me. I look forward to further direction on this matter to ensure I am aware and prepared for my future flights.

Thanks

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/9/2014 7:44:20 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/09/2014 5:15 AM Airline & Flight Number : AA398 Checkpoint/Area of Airport : Employee Line, Terminal 3 TSA Employee: (If Known) : Lead Officer (b)(6) Comment : I entered through the Employee checkpoint in Terminal 3. As a testicular cancer survivor, I am prescribed Androgel and was traveling with that in the box it came in with the prescription documentation from CVS attached to the bottle. The bottle contains 88 grams of gel (medication), which is just at the TSA limit.

The officer at the x-ray screening said "you can't take more than 3 ounces of liquid." I explained that it was 88 grams and was prescription medication. I urged him to look at the box and he would see. Just then, Lead Officer (b)(6) came up, somewhat aggressively, and said, "What's happening here?" I explained that I had a prescription medication and had a 5:55am flight. Lead Officer (b)(responded as if he thought I was causing a problem and said "For that, we will have to have you go through the very extended screening process." He again repeated the 3 ounce rule, and I emphasized that the bottle contained 88 grams and was a prescription medication. He examined the bottle for a long time, then seemed irritated and told me I would have to go through an extended pat down which would take many minutes. "Can you hold your arms out for 3 possibly five minutes?" He then emphasized he would have to run his hands down my buttocks and over my inner thighs. He kept repeating buttocks and inner thighs, as though he wanted to make it seem noxious or intimidating. About five times he said he was going to have to run his hands along the inside of my pants belt area, as if to seem noxious. He seemed to take a very slow approach, and I distinctly felt he was punishing me for asking the X ray examiner to view the bottle directly. The process was so slow and seemed intentionally drawn out and slow that I informed Officer (b)(6) that I was going to ask that the videotape be reviewed. As a weekly flier, and a licensed psychologist, I can tell when someone is being thorough and when someone is providing "payback" because he was angered by what he perceived as my question to the X-ray examiner.

6/9/2014 8:29:01 AM

My complaints are:
1. The gel was 88 grams, at the 3 oz limit, which did not seem to register with Lead Officer (b)(6)
2. I asked for a supervisor and he replied he was a supervisor. I informed him he was a "lead officer" but I wanted an actual supervisor of the area.
3. Officer (b)(6) intentionally dragged out my screening and attempted to make it more intimidating by emphasizing over and over (wouldn't once or twice be enough?) the 'sensitive' bodily areas he had to check.

I would lie the video reviewed to determine if my report is accurate.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
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CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: http (b)(6)

6/9/2014 8:30:08 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?
Caller said 6-1-14 he flew from Chicago OHare to Lexington, KY. He had a full patdown search and was told because he had a late ticket change but that was not the case. He booked the flight 6 weeks prior. He had a NOI that said (b)(6) inside the checked bag, which still had his TSA lock intact, and his zipper was broken so he wanted to know how to make a claim for his damaged bag. He commented he saw other bags with the contents bursting out of the bags, etc.
Later he said he gets pulled to the side ever time he flys since 911 and he denies having anything that would be causing anything to show up on the equipment but said the Officers do ask him if he has anything in his pockets but this last time he had a full patdown.

RESPONSE:

TSA has the bags a short time and releases to the airline. Bags burst open, etc might indicate mishandling by the airline.
However, you may file a claim. Offered to email but he preferred to get it online so I provided instruction. Explained CMB makes the decisions.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

6/9/2014 9:23:06 AM

Told him it could be the airline was late sending his flight information but I cannot say so I asked him to tell me more.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov

Caller flew from Chicago Midway on June 5 and the caller stated he informed the screeners they had metal implants and they requested to go through the AIT and the screeners told him to go to another line and his wife didnt have to remove their shoes. Caller stated he was told to go through another screening technology and they had to have a patdown. Caller wants to know why the screening technologies. Caller wants to know why this is happening to them at Midway airport.

6/9/2014 2:59:37 PM

Advised caller the following information:

Advised caller I can not give the information as why the other technology wasnt opened at the airport. Advised caller he can call 866-289-9673 press option 5 and put in the airport code and he will be given the CSM number and he can ask they specific questions about policies and procedures.

Disability Description: Callers son has down syndrome.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

6/9/2014 4:12:56 PM

Incident Details: The caller and her 31 year old son (b)(6) who has Down Syndrome, flew from MEM on April 26, 2014, and she had a very negative experience. His photo identification had expired, but she was able to provide an additional 18 pieces of ID that contained his name and adress. However, the TSOs would not accept any of those forms. She was then separated from him even though he was visibly upset and begging to remain with his mother. He was taken to another area, and made to sit on the floor. She took a picture of (b)(6) sitting in the floor without any shoes. He informed the officers that he was afraid, and an agent told him there was nothing to be scared of. This did not help him to feel any better, and the caller received a patdown that she felt was invasive. After arriving home from their trip, she contacted MEM in order to file a complaint. The TSO that answered indicated that there would be video of the incident, but gave the caller another individuals name and contact number. She contacted the number, and left a message. However, no one returned the telephone call, and she wanted to file a complaint with the TCC. She wanted to also thank the TSOs at LGA, as the screening experience there was excellent. She indicated that they were polite, kind, and very helpful.

Flight Information:

Date and Time of Flight: May 26, 2014; 7:00 AM
Departure Airport: MEM
Airline: Delta Airlines
Flight Number: 5997
Terminal and Gate Numbers: B
Time of Incident: Between 6:15 and 6:30 AM.
Description of TSOs: Two females and one male.

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

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Remote Client IP: (b)(6)
Date Time: 6/9/2014 4:17:15 PM

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

6/9/2014 6:12:16 PM

Complaints:Airline Complaints
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight number 317 LaGuardia Airport Terminal G5
Comments:I actually got on this site just to finish cursing out some of the TSA agents that scanned me on 06/05/2014. I don't give a fuck about you or any TSA agents I can not stand ya. So when I come up with an attitude don't ask me how I am doing. Than talk about the lotion of my hands is it Victoria secret none of ya damn business! Nigga I see you watching me ya ugly ass. So yeah I am going to be nasty to you and ya friend. Talking about the lotion can be harmful; ya must think I got stupid written on my forehead!! I know I look damn good on the scanner and could care less if ya see me on a scanner!! Than took me to a pat down after I gave the dude the middle finger on the scanner and told the lady she doing a great job making sure I am not a terrorist. I would have cursed her out some more but I was running late. TSA agents are actually funny, and I enjoy cursing ya the fuck out. So after they scan my brain and the inner folds of my vagina, I deal with the government police telling me what I can and can not spray on my own fucking body?
See people don't speak up but I do and I have every right to say whatever the fuck I want to say. So after the scanner doesn't show a bomb stuffed up my ass, I go for another pat down. Than the dumb bitch said we trying to keep people safe, I said bitch whatever, like I am stupid and don't know what is going on. So fuck you and the idiots at the gate at G5 and all the other TSA agents out there and whoever reading this post. Since the only reason why there is the full body scans is for the bitch ass dudes and girls who don't get none at home and to see naked bodies. Well I gave a full show and a up yours as well, than want to have the nerve to steal shit and get a good paycheck! All of TSA should be disbanded and I want somebody to reply to my post ya pussy punk bitches! I am not afraid of TSA the donut eating cops and anyone else that likes to use protecting the people bullshit line to steal and invade privacy. So get at me and I will be waiting.

6/9/2014 10:06:29 PM

To Whom It May Concern:

I know the TSA agents are doing their job to screen passengers; my complaint is abusive of power from a female TSA agent (I regret I didn't get her name) at Terminal A in Newark, NJ on June 3, 2014 (around 10:30 to 11:00am), she pointed me to the Body Scan Screening and I informed her I would prefer the metal detection method. She told me no, I have to go through the body scan, I mentioned the TSA sign states passengers have an option to choose metal detection or body scan screening and again I told her I prefer the metal detection screening and she again told me "no, you do not have a choice, you have to go through the body scan".

I pointed out the TSA sign to her that the sign clearly state "passengers have a choice to choose how they want to be screened…metal detection or body scan", she was not very happy with me and proceed to give me a hard time and when I didn't budge she told me, "you will get a full pat down", I told her that's fine. She still was not happy with me and reluctantly allowed me to have my choice, but she did not make it easy, she had me waited for awhile. I'm not sure if the long wait was try to get me discouraged and hopes I will give in to the body scan.

After my pat down, I mentioned to the pat down TSA agent regarding the screening choice and she told me "you do have your choice of how you preferred to be screened" and she apologized regarding the other Agent that gave me a hard time regarding my preference.

I hope this letter will have TSA train their TSA agents not abuse the use of their power and honor the passengers choice of screening method and not make it difficult for passengers who choose the metal detection/pat down method.

Sincerely,

(b)(6)

Disability Description: The caller has artificial knees.

Response Details: I advised that I would refer her inquiry to the Office of Disability and MultiCultural Division.

I explained that TSA Cares can potentially provide assistance through screening for her to help facilitate screening. She declined the assistance.

I advised that she can request the assistance of the PSS or a STSO with questions or concerns as they can address these and assist her through screening as well.

6/10/2014 8:29:47 AM

I advised that TSOs are trained to treat passengers with dignity, respect, and courtesy. I advised that she ask for a PSS or STSO if she feels that she is not being treated in this way.

Incident Details: The caller would like to know the status of a complaint filed on her behalf from the US Dept of Justice and Civil Rights Division to TSA. (The date of referral is 1-23-14). She stated that her complaint was in regard to an incident that occurred in October of last year at DFW by a TSO. She indicated that she was groped, that her shirt was unzipped and her breast touched. She indicated that that this was only due to the fact that she has metal implants and is medically fragile. She stated that what she experienced was a violation of section 504 of the Americans With Disabilities Act.

She indicated that she was given this number to reach K. Walton Assistant Administrator for the Office of Disability and Multicultural Division.

She indicated that she and (b)(6) emailed back and forth. She indicated that she requested a formal meeting in regard to this. He had asked if she would like for the TSO involved to receive additional training. She heard nothing more from (b)(6) after making this request.

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6/10/2014 10:11:22 AM

I travel across the border weekly so the TSA pre-check program should be a big help. However, as soon as I ask for a pat down due to my pacemaker it causes the agents to then demand that I remove my shoes, remove my laptop and liquids etc. Then they test for explosives and go through my carry on. This largely eliminates the value of the program. What is the rationale for doing this? Am I cleared for pre-check or not? A body scanner at the pre check area would help.
(b)(6)

Caller is wanting information on going through the precheck line with metal implants.The past 2 times he tried to go through precheck they told him to go back to the normal line and he is wanting to see if that was the correct procedure.

6/10/2014 10:15:29 AM

CCR informed him:
If this occurs, TSA Precheck individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown depending on the screening devices that are at the precheck line. They usually can do the additional screening there but they might also tell him to go through the regular line since each airport might be different.

6/10/2014 10:26:37 AM

Caller flew from FLL to San Antonio via ATL Flight 711 on Southwest Airlines yesterday June 9th and went through screening at gate B4 between 1:00 and 2:00pm. He has a disability with chronic pain and uses a pain pump. There was a heavy set black lady checking IDs at the checkpoint and was smarting off to the passengers. He explained to her that he has a pain pump and she told him to just go over there and he explained to her that when he went through at MIA they were confused and he did not want this to happen again and she stated well this isnt Miami. He then tried to tell another agent that he had a pain pump when he went through the AIT screener. The officer would not listen and the officer got upset with him because he told him that he had a pain pump and the alarm would sound again if he went back through so he showed the officer where the pain pump was located in his hip. The officer stated that he did not need to do that and the he was made to go into a glass room and the officer locked him in. He was made to stand in the locked room for a long period of time and was in a lot of pain while the officer was conducting patdowns for other passengers that came to the checkpoint after he did. The officer finally came to get him for the patdown and was very rude to him during the patdown screening. When he tried to tell the officer that he was aware of the patdown steps. The officer got upset and told him to be quiet that he needed to give him this information. Once the was given the information for the patdown the officer ask if there was any sensitive areas of his body and he said yes that he had a pain pump and the area around it was very sensitive. The officer proceeded to hit the area where the pain pump is located and this caused extreme pain. He then stated that he had to conduct a ETD swabbing of the gloves that were worn during the patdown. He described the officer as a middle age white male with white hair. Caller thinks that this officer was tying to make everyone around him miserable and he needs to be dealt with.

I apologized to him and advised him that I will forward the complaint to the CSM at FLL so they will be aware of this issue. He stated that he would like to contact the CSM personally so I provided him with the contact information for the CSM.
Name: Richard Pryor
Phone: 954-308(b)(6)

I also advised him that when he gets ready to fly again he can contact TSA Cares @ 1-855-787-2227 72 hours prior to his flight to request assistance at the checkpoint so the screening process will go as smoothly as possible. When he calls he will need to tell the agent of his condition and will need to provide his flight information and this information will be forwarded to the CSMs at the airports he is flying out of so they will know of his condition and that he is requesting assistance. Once he gets to the checkpoint he will need to request to speak with a PSS and they will assist him during screening.

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight. Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

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.

6/10/2014 10:43:27 AM

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.

Advised caller that I would mark this as a complaint for that location.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller then stated that he was traveling with his two children who had chocolate milk that was taken from them. Caller said that they did everything correct that the milk was separated and declared. However the officers would not allow them to take it and made them throw it out. Caller stated that when they flew from JFK they had the same items and it was not a issue with them. He state that a Jetblue agent told him that it happens often at this airport.Caller wanted to know why one airport allowed them to take the milk and another didn t. He thinks this was done because they told the agent that they were gong to miss their flight.

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

6/10/2014 12:24:26 PM

I would like to thank you for my increase in blood pressure.
I have recently carried my dad's pocket knife and had the unfortunate experience of having it taken from me, with no recourse, at security in Laguardia airport. Their only solution was to check the knife in with our luggage....well after our luggage was checked.
Why aren't your people trained to assist people in distress instead of giving no viable solution? Envelopes and stamps at a fee??? Go purchase a bag of sorts and check that??? I was returning to Laguardia in two days,why not a place to hold this type item???Why not an area on the plane??? Instead, I have lost a sentimental keepsake forever.
Your agency is perceived as being a cold and calloused outfit, there only to harass people. I know that I am not alone in these feelings.
The same knife had recently travelled with me on a cruise, throughout Europe(three plane rides) and back home from Rome. Now it's gone forever.
Further, in Rome, we purchased some salami and a bottle of Limoncello. It was in our back pack, as it was a last minute purchase, after security. When we landed in CGO, security would not allow the .750 bottle to board with us. We could check this "bomb" and have it ride n the belly of the plane, but could not carry it to our final destination. Fortunately, we were able to check our backpack. I was escorted out of security and told to re-enter through a side passage...I was not allowed this privilege. The salami "bombs" were allowed to be carried onto the plane.
On another trip, leaving Ft Myers, Fl, I was given a pass so I would not have to take my shoes off. I was put through the x-ray machine, and low and behold, I neglected to take my hanky from my back pocket. This resulted in a pat down and swipe for residue.
At Laguardia, I was not issued a pass for shoes. Now after being harassed over the pocket knife, I was not afforded a seat to enable me to put my shoes back on. I am 72 years of age, not 42.
Your lack of respect and consideration for any comfort is apparent. Assisting people to overcome this type of minor obstacle should not be too much to ask of your agency.
Thank you for your time.

(b)(6)

Naples, Fl 34112

6/10/2014 12:26:06 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/10/2014 10:53:03 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/08/2014 9:00 PM Airline & Flight Number : Spirit connecting 470 to 676 Checkpoint/Area of Airport : terminal F TSA Employee: (If Known) : heavy set african american woman Comment : I'd like to address this email because of the way i was treated in your airport on Sunday evening, June 8 2014- while catching a connecting flight. I arrived at 9pm on flight 470, coming in on Spirit airlines from DFW. Our gate was changed upon landing, and we had to run from terminal H (gate H10) to terminal F (gate F1) to catch a flight to Orlando that took off at 9:45 and was already boarding. When we got to terminal F, the security line had 15, MAYBE 20 people at most (needless to say- not busy). The TSA agent checked my ID and i told the first agent i saw that i was 5 months pregnant and had been instructed by my doctor not to use the x-ray machines due to radiation (and my pregnancy is high risk) and requested a pat down. I fly often enough to know this is not an issue and had already spotted a female agent beyond the gate. He asked me to step aside and wait- which was no problem because i knew security was not busy and my gate was by the security checkpoint. As i waited almost 10 minutes (again my flight had already begun boarding and it was nearing 9:15 at this point for my 9:45 flight) I saw the female agent walk towards where i was waiting. I asked "Miss are you doing my pat down" her reply "i am not doing any pat downs i do not have time for that". I told her the other agent told me to wait here and i'm pregnant, cannot use the xray machine and my flight was boarding. Again she said "well i don't have time for that and you should think about getting to the airport earlier".WOW. The female agent was a heavy set african american woman, and i was taken aback with her reply that i did not catch her name. At the same time, the male agent we originally spoke with was letting 6 people through the x-ray machine so my husband asked if we could go through there and he said no, it's not our problem you don't want to use the x-ray machine.

Again, i travel enough to know HOW LONG a pat down takes, and at a customers request you don't tell them "you should get to the airport earlier" when i'm coming off a connecting flight in which the gate AND terminal were changed and we were not aware until we got off the plane. Secondly- how extremely RUDE is it to tell someone it's not their problem we don't want to use the machines. After the female agent told me she was not helping me she walked away and the other agent said the only way we were getting anywhere was to use the machine. At this point they are doing the final boarding call to my flight and i had no choice but to use the machine i've been told NOT to by medical professionals. This was above and beyond he WORST customer service i have ever had at any airport and TSA agents. Of course it isn't their "problem" i'm pregnant, but i am looking out for the safety of my body and unborn child which it took me over 2 years even to be able to have.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said he had a bad experience with his wife, (b)(6) at the screening checkpoint and he said he has a civil rights form. He said the screneer was rude at the security checkpoint at the LaGuardia Airport. He said the officer was abusive and arrogant and she would not give her badge # and he said the badge # she was wearing was (b)(6) but he said they are small and hard to see and he did not get her name. He said the officer had long black hair, was short and a young female officer. He said his wife told the officer that she had 2 metal implants in her hip. He said he thinks this was an abusive, irrational agent and not a violation of his wife s civil rights or disability. He said the officer grossly overstood her bounds and did a rough patdown on his wife and he said he stood there and watched this happen himself. He said he did not ask for her supervisor and did not want to hold anyone up at the checkpoint. He asked do we give our badge # s out if asked and he said she threw her chest at him but would not give him her badge # herself. He said she may need some retraining. He asked when will he hear something from them. He said other officers at the checkpoint said under their breath that the female officer was being excessive. He said he will hold off on the civil rights form and wait to hear back from someone.

Complaint:CSM
Claims Rude Screener

6/10/2014 5:36:43 PM

Airport:LaGuardia
Airline: Southwest
Flight Number:unknown
Departure Time: 06-09-14 at 8:30 am at lthe checkpoint
Arrival Airport and Time:Omaha at 4:30 pm
Location:security checkpoint
Terminal: unknown
Gate:unknown
Contact Information (b)(6) or (b)(6)

I advised him that I will refer this to the CSM at the airport. I advised him that I don t know if or when he will hear something and that I am not at the airport and not a CSM.

I advised him that here at the TSA contact center we give our badge # out if asked. I asked him if he feels his wife s civil rights or disability were violated and he said this was about the rudeness of the screener.

6/10/2014 9:12:14 PM

To Whom It May Concern,

My name is (b)(6) and I travelled from Jacksonville International Airport to JFK airport on Sunday June 8. A friend traveling with me had an unfortunate experience at security that I wanted to bring to your attention, as it was disrespectful, appalling and infuriating.

My friend is newly pregnant, having just passed the 12 week mark. As we were approaching what you refer to as the Advanced Imaging Technology machine, I asked my friend if it was safe for her to be screened that way; she was unsure. We asked a security officer nearby if there was an alternative to the AIT machine as my friend was not comfortable assuming it was safe. This officer politely informed my friend that she could opt out, and instead receive a manual pat-down alternative. She directed us to another security officer who was standing off to the side of the AIT machine. When my friend informed this security officer that she wanted to opt out of the AIT and receive a pat-down instead, this security officer rolled her eyes and yelled to someone behind her that, "this lady wants to opt out". At this point I assumed everything was set, and I myself passed through the AIT. A few minutes later, my friend appeared at my side to collect our bags that had just been screened; she appeared upset and had tears in her eyes. She said that she had waited for a few minutes for the pat-down while 2 security guards stood next to her, rolling their eyes, and who ultimately told her that it was going to take too long to find someone to do the pat-down and she should just go through the machine. Not wanting to miss her flight, my friend gave up and went through the AIT.

I find so many things about this experience troubling; AIT, in my understanding, is supposed to be optional. I don't know if these two women were employees of the TSA or Jacksonville Airport, but I wish I had gotten the names of these rude, disrespectful and quite frankly lazy security officers.

I realize that this incident may seem trivial to you, and that the letters and phone calls you receive on a daily basis involve more severe issues, but in my mind this is just as important. Forcing anyone that doesn't feel comfortable to use the AIT machine is unfair and wrong; forcing a pregnant woman to do so is absolutely unforgivable. I am aware of the data, the studies, the reports that show that AIT is perfectly safe for everyone, including pregnant women; it did little to quell my friend's fear and guilt. The one data point that must be emphasized and enforced by your employees is that it is optional, for anyone.

While I do not anticipate that this email will make any real difference, I hope it does not go unread. For anyone to feel anything but safe and respected while going through airport security is a failure on your part.

Sincerely,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

6/11/2014 8:25:00 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?
Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

6/11/2014 4:16:10 PM

Advised caller:
The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn t penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to resolve this.
The patdown:
• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.
Caller needs to file a formal complaint outside the airport. She wants information for screening writing.

6/11/2014 5:42:44 PM

Told caller
I understood she had a complaint. I ask her if she was a TSA employee or a passenger. She was a passenger and wanted to speak to someone with higher authority.

Preston took over the call:
Caller stated that she went through the AIT at LAS and her hair was patted down. Caller stated that she feels that they only patted her hair down because she is African American. Caller wants to know the TSA policy for conducting patdowns. Caller stated that she spoke to a Jeff Gross at the airport and he was very rude to her. Caller wanted to know if I could email her the TSA guidelines for patdowns. Passenger stated that she was still at the airport and was going to go get the officers names that screened her.

Advised caller that anytime an anomoly is discovered when going through the AIT a patdown is required to clear it. Advised caller that if she feels the patdown was conducted because she is African American she will need to formally file a civil rights complaint. Advised caller that I would email her the guidelines to file that complaint as well as the TSA guidelines for patdowns.

Dear Sir or Madam,

I flew out on JetBlue Flight #1392 on Wednesday, June 11, 2014. At shortly after 7 PM, I was in the very short line waiting to enter security screening. As I approached the gentleman and TSA employee, (b)(6) , I swiped at my phone to bring up my boarding pass and he said to me, "See, you're not even ready." He then began to help the next customer. I responded, "That was not very friendly." I did not say this rudely. Perhaps I should have said nothing at all, but I found his comment to be rude and uncalled for. There were but a few people behind me; all that was required of (b)(6) was a modicum of patience and common decency. In any case, he responded to me saying, "Oh, I see, you're one of those kind of people." I then began to say something along the lines of "I'm not sure what you mean, your comment was rude." He interrupted me saying, "No, no, you're one of those people that are going to take offense at anything I say or do." At that point, thoroughly humiliated in front of other customers, I thought it best to keep my mouth shut and said nothing further until I wished him a good day.

Keeping in mind that one never knows what is going on in the life of another, I am still flabbergasted at (b)(6) rude words and actions. For his edification, I am the kind of person that aims to treat every single person with kindness and respect, fully aware that each person I meet has his or her own gifts and struggles. It was not my goal to fail in this aim in my response to (b)(6) initial words to me but to stand up for myself in response to his bullying. And while I do not expect for (b)((b)(6 to share my philosophy, I do expect for all TSA employees to treat their customers with respect.

6/11/2014 9:05:24 PM

I also want to say that I appreciate the help of the gentleman who quickly directed me to the area where I could be 'pat down' as I did not want to go through the x-Ray booth while pregnant. Moreover, the woman who did the 'pat down' was so kind and patient as I, through tears brought on by hormones as much as embarrassment, explained what had just happened. I so wish I had gotten her name; please let her know that I am just so thankful for her kindness.

I appreciate your time and attention, and I look forward to your response.

Kind regards,

(b)(6)

Caller stated that in her checked luggage she placed a combination lock on it. They told her that it was TSA approved when she opened it. She said that sometimes they don t relock it, and wants to know what the procedure is for that. She also has some medication that is over 3.4 oz. and she wants to know if that has to be in her baggy with her other liquids. She also asked about the swabbing of her hands that they did at the airport as well. She was in a wheelchair, so she had to receive a patdown, they swabbed her hands and it alarmed as well so she had to go through additional screening, which she had never done before. She only had hairspray and lotion on her hands and wants to know if that could have caused it. She asked if they do random screening of luggage and passengers as well.

6/12/2014 11:02:37 AM

Advised Caller:
I informed her that any type of lock can be placed on her luggage, but doing so she should be aware that it s possible the TSOs may not be able to open it and would need to break it. The locks should be relocked after inspection, but if they are not, she can contact us and we can make the CSM aware at that airport. Random inspections of luggage are done, but also if something cannot be cleared, then it would be inspected as well.

Medications are exempt from the 3-1-1 rule, so she can declare and separate them from her other LGAs. This applied to prescription, over-the-counter or homeopathic medications, and she should just tell the TSO that it is medically necessary.

I told her that the general use items like lotion or maybe hairspray could set off the ETD, which tests for explosive materials. Should this happen she would need to undergo additional screening. Passengers are randomly selected as well for additional screening, or if the alarm the screening technology, they would undergo additional screening as well. I told her there is no way for me to know what caused her to set off the ETD.

Disability Description: Caller has a pacemaker in her hip.

Response Details: Response:I advised her that a low risk passenger may be directed to the precheck line.

To apply, travelers may submit an application through TSA s Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre u2713 eligibility for 5 years.

I advised her that global entry is through CBP and she declined their website.

Greenville, MS UES Enrollment Center
819 Main Street
Greenville, MS

Note: The side door entrance (next to the parking lot) should be used by applicants for the enrollment center.

6/12/2014 1:02:24 PM

Incident Details: Caller said she left Chicago Midway and that she has a hip pacemaker and has a card and she told the officer she had a device and he told her they would have to do a patdown. She told him it was in her hip and he had her go through the wtmd anyway and she asked did they turn it off. She said the wtmd did not go off and she said it is a titanium device in her hip. She said she wants to report this in case there is a problem and she said she should have refused to go through the wtmd. She said she does not think it will be a problem but she is gong to go see her Dr. when she gets back. She said she does not think he asked the right questions and it could happen to someone else. She said she was in the precheck line and she asked how to get into the precheck line and that she loved it. She asked how to enroll in precheck and for an enrollment center. She said it was a white TSA male officer but she did not get his name and that he had a moustache and she said she did not want to get him into trouble. She declined the global entry website info.

Complaint:CSM
Claims Complaint

Airport:Chicago Midway
Airline: Delta
Flight Number:2120
Departure Time: 06-12-14 at 8:15 am
The caller stated she just went through a humiliating TSA experience. It happened at 10:00 in LGA at TD Check 1. The caller has a tether on his foot. He spoke with TSA prior to travel. He has been authorized by the courts to travel. He states that he spoke with the CSM at DTW and notified them of his travel plans. He had no problems when he traveled from DTW. However when he went through the AIT at LGA and when he exited the TSO noticed the anomaly on the scan. The caller showed the TSO the tether and it was screened for explosives. As the caller was preparing to depart the check point a female officer detained the caller and asked about the ankle item. The officer was named (b)(6) and she told him to go to the side. (b)(6) made him go through a patdown. (b)(6) then calls the lead officer (b)(6) who then takes over the process. (b)(then calls the TSM Harjinder Singh. At that point the TSM tells them to call the port authority. The caller was told that they have to call the port authority. He was told that every airport operates differently. The port authority comes over and he is confused on why he is called because he cannot do anything. The PA took more information from the caller. Another TSA agent (b)(tells him that after the Port Authority interaction he would have to be patted down additionally. The caller went through the AIT with a decent amount of cash in his hands and it was never checked. So the caller is questioning about all of the screening he had to go through but the cash was never checked. They took copies of boarding pass and drivers license and he wants to know if this is standard procedure. He is complaining because he had no issues at DTW but had to go through all of this at LGA.

6/12/2014 2:49:07 PM

AIRPORT: LGA
DATE OF TRAVEL: 06-12-14
AIRLINE: Delta
FLIGHT NUMBER: 2449
TERMINAL OR GATE: TD Check 1
CONTACT (b)(6)

I advised the caller that we strive for consistency at the screening processes at the airports and I regret this situation took place. I informed the caller that I will send a copy of this record to the CSM at LGA for their review.
June 12, 2014
LAX to Montana via Allegiant Kalistell
Screening Occurred: 12:30-12:45 PM
Gate: 31

6/12/2014 3:53:56 PM

Caller is wanting to complain about Office (b)(6) the supervisor at the screening checkpoint, and the fact that he had to go through a patdown. Caller says the patdown was due to his son having a juice pouch that he needs for his diabetes. Caller believes that his fourth amendment rights wer violated just because of the juice.

Caller is informed that patdowns are sometimes necessary. Because we cannot investigate the patdown further at TCC and this happened at LAX, this record will be sent to the CSM for further review.

6/12/2014 4:12:53 PM

Dear TSA,

Can we please change the policy of non-uniformed pilots having to go through the AIT machine? Why can't we go through the Trusted Traveler line? After all, we pilots have been through more background checks than have those Trusted Travelers.

After a nuclear physicist friend of mine told me to avoid the AIT machines, I "opt out" and am therefore subjected to a full pat down. Not only does this inconvenience me but it puts an unnecessary strain on TSA's resources because an agent has to waste time with me (a non-threat) while diverting attention away from the other passengers (potential threats.)

There are plenty of pilots who travel on official company business out of uniform: management pilots, safety committee members, and "ghost riders," just to name a few. In TSA's eyes a non-uniformed pilot is held to greater scrutiny than a uniformed pilot despite the only difference being the uniform. The company ID, or badge, is the hard item for a bad actor to obtain, not the uniform. One simply has to go out on Halloween to see how many revelers are dressed as pilots to see how easy it is to get a pilot uniform.

Can we please bring some common sense to airport security and allow non-uniformed pilots on official business to bypass the AIT, thus increasing the TSA's efficiency by avoiding distractions?

Thank you,
(b)(6)

6/12/2014 4:13:51 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/12/2014 2:50:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was recently traveling and went through screening in Phoenix, I have two metal hips. I presented my passport and boarding pass to the first TSA person. She examined it and declared it to be "expedited". I had no idea what that meant. I was sent through the metal detector, set that off and told the TSA person I had metal hips. He snottily told me I should have told the first TSA person and ordered a grope search. He treated me like I was trying to put something over on TSA because I had an expedited boarding pass and set the detector off. I shouldn't have to announce to the world that I have metal hips. I had the same thing happen in Wichita, Kansas with a TSA-pre. I'VE NEVER APPLIED FOR THIS and it's causing me a lot of grief. Who gave me this pre designation? And, I think I want it off of my boarding passes - how do I do that?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/12/2014 9:10:20 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/12/2014 8:46:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 06/09/2014 1:30 PM Airline & Flight Number : Southwest Airlines flight 3705
Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) : unknown
Comment : My aunt and uncle, 87 & 89, respectively, were traveling from St. Louis to Dallas on the above mentioned date and flight. My uncle does not drive, and hence, does not have a photo driver's license. Neither he nor my Aunt were aware that one can obtain a state issued photo ID. My uncle does carry a veteran's ID, which contains his photo. When they departed Dallas' Love Field on June 6, that veteran's ID was adequate to allow him to pass through Security. (both he and my Aunt were in wheelchairs at Love Field and again at Lambert.) When it was time for him to pass Security at Lambert, it took three TSA agents to confer and eventually decide to allow him to pass. One of the agents was less than kind in her demeanor when she stated that "...the Dallas TSA had not done their job." In addition to her rudeness, my uncle was subjected to additional screening; he was asked to stand up from his wheelchair, remove his belt, he was wanded front and back, and also given a complete pat-down. It begs the question, was all that necessary? I understand the need for airport security, but in my estimation, the TSA agents were unjustly overzealous. I regret that I did not obtain the TSA agents' names. My name is (b)(6) ; my email is listed below. My uncle's name is indicated in the Passenger Name field.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/13/2014 8:42:28 AM

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 6/13/2014 7:49:55 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/13/2014 7:45 AM Airline & Flight Number : United Checkpoint/Area of Airport : Concourse B - Gate 12 TSA Employee: (If Known) :
Comment : When I exited the scanner, the TSA employee performed a routine pat-down of my arms and wrists. Unfortunately, the individual's hands were not clean -- he had grease or some other substance on them, and left stains all up and down my sleeves. At first, I thought it was water, but it is definitely grease or oil of some type. I'm going to have to have my shirt dry cleaned and I think TSA should pick up the cost of that. In addition, better training is needed so that employees are more professional and clean.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/13/2014 8:42:35 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/13/2014 6:45:53 AM Airport : CMH - Port Columbus International Date/Time of Travel : 06/13/2014 6:00 AM Airline & Flight Number : American 3555 Checkpoint/Area of Airport : Gates B29-36 TSA Employee: (If Known) (b)(6) Comment : She said that she had to pat down my hair because of my braids despite there being no indication of metal on the machine. I was wearing my hair in a ponytail which I took down and demonstrated that that it was impossible there was anything in my hair, stated that this request has never been made and noted that you could see my scalp because I was wearing braids so it was impossible that there could be anything there. The band holding my ponytail was completely elastic and had no metal. She threatened me and did not allow me to pass through the security machine demonstrating that her assertion that the machine told her to check my hair was incorrect. She repeated that she had to check my hair again and didnt give a reason for doing so and was dismissive of any attempt to show that she was wrong nor did you want to share her name once I said I was reporting her for discriminatory practices.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/13/2014 1:53:14 PM

Caller said in the past 6 months he and his fiance have flown often and everytime she goes through AIT screening she gets a patdown. Today she was only wearing designer jeans, bra and T-shirt and she still got patted down and was almost in tears. He states last time they flew from Ft. Walton she only had on a sundress and he questioned why she was having a patdown because she wasn t even wearing underclothing. He understands that it may be a random selection at times but not every time. She flies approximately 3 times each month and she is to the point that she doesn t want to fly anymore.

Caller said he spoke with a supervisor today and asked why his fiance was having to get secondary screening and the supervisor wouldn t answer his question and was very blunt and rude.
He works on the military base and they were flying Delta today, flight departed for ATL at 12 Noon.

Response:
Apologized to caller.
Explained to caller there is some anomaly that must be showing up when she goes through the AIT which is requiring her to have a patdown.
Advised passengers can be selected at random for additional screening, but it wouldn t happen everytime they fly.
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.
Advised he can request to speak with a supervisor anytime he has questions or concerns at the checkpoint, which he did today, but, didn t get the name of the Supv.

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.

Date: June 12, 2014
Time: 6:00 p.m.
Airport: San Jose International Airport
Terminal A

After exercising my right to Opt Out, I requested that (b)(6) change her gloves before touching me, she replied "Shut up. I'm not changing my gloves. Just stand there and keep your mouth shut!" Her refusal to conduct the pat down with clean gloves resulted in my having to undergo another pat down because the first was contaminated. When I observed her contaminating the second pat down (by placing both hands completely on the door handle and door frame) requiring her to change her gloves once more, she became irate.

When I requested to speak to her supervisor, and be provided a complaint form, she issued several threats and warned me against filing a complaint, stating that she would make me miss my flight, and that filing a complaint was useless because complaints do not matter and that there was nothing I could do about it.

6/13/2014 2:07:30 PM

Her manner was extremely agitated, her voice raised and shrill, and her words were abusive.

She then began copying down the information found on my passport onto a yellow note pad and wanted me to provide her with personal information, such as my telephone number (which is not legal). I refused.

Her supervisor was witness to this, and when I noticed she had stopped writing and for a long time was just staring at the paper, I suggested she photocopy my passport, as it would be quicker. She barked back "I'll take as much time as I want and go as slow as I want." At which time I requested a second complaint form.

She left the room, and I asked her supervisor "So, are we done here?" He replied, "Yeah, I guess so." The supervisor gave me a complaint form, and he was quite professional and pleasant during this whole ordeal. I left the security area and boarded my flight as usual.

6/13/2014 2:08:14 PM

* Yesterday afternoon I received a call from (b)(6) (filling in for (b)(6) and he confirmed that the address on the TSA Customer Comment Card was correct. He did not know why the letter I sent to that address was returned as UNCLAIMED. Whose responsibility is it to pick up & deliver the mail at that TSA address? Obviously, someone was clearly negligent in their duty to make sure all mail sent to the TSA address in St. Paul is also delivered to the TSA Suite C-1137 in a timely manner. Can this part of your process be reviewed and changes made to make sure the TSA Customer Comment Card is delivered in an expedient and customer friendly manner? I resent the original TSA Customer Comment Card today in a small manila envelope. Hopefully, it will be claimed and logged in on the first date it was sent. It has to do with me getting the information to you as soon as I was able – which I tried to do.
* How are the TSA agents checked/reviewed to make sure they are kept honest and perform their duties in a professional manner in the airport TSA checkpoint areas? Can't the security cameras be used to review those situations where the TSA agent is new and there is a question about the pat down procedure and the location of a valuable item?
* I have a picture of me wearing the platinum/diamond bracelet, which was lost in the TSA checkpoint area, and don't know how to get the picture to my Claims papers which were sent, by USPS, on May 28th, 2014. The papers were sent to: TSA Claims Management Branch, 601 South 12th Street – TSA 9, Arlington VA 20598-6009. Does anyone have an idea of how I may accomplish this?
*Is it necessary to file a police report, at the airport, of a possible theft in order to get the security coverage reviewed from May 6th, 2014, to see where my bracelet was placed after I was told to remove it (inside the check point area, after the scanner)? How long is the video kept? I asked to have it reviewed on May 7th and never received a response except when I called (b)(6) cell phone on May 21st, 2014. He told me the video was only used for terrorist information. Because there are always exceptions when politicians and wealthy individuals are involved, why can't the video be reviewed when I have the place, time & date the situation occurred? Is it an option for me to hire a professional to get this done?
* I can understand the frustration involved with solving a lost item problem. It is easy to see why many individuals just stop trying and accept the fact that the situation will never be resolved. Some TSA employees have been very helpful –they are the ones who give the government controlled agencies a human quality and US tax paying citizens some hope. I'd like to be one of those customers who is satisfied with knowing all efforts were made to recover my lost item or at least be compensated for the replacement value (as noted on the TSA Claims paper). Over all, a very disappointing process for me.
(b)(6)

Going through security screening shouldn't mean that I give up my right to not be grabbed in the belly by one of your people. No warning, smart ass attitude. I was going through the Denver gate a little while ago. Have a gate pass to pick up a minor. Wearing shorts and summer top with no sleeves. No luggage other than wallet and keys. A 50 year old lady that definitely doesn't meet any body's idea of a terrorist. I get that this is a hard job but this smart asked young woman makes your job harder. I will no longer bother to view the rest of you as decent human beings since you can't offer even a modicum of respect.

6/13/2014 4:06:00 PM

You should not be able to grope someone with no reason, no warning, and an attitude.

(b)(6)

Hotchkiss, CO 81419

From: (b)(6)
Sent: Friday, June 13, 2014 6:27 PM
To: TSAExternalCompliance
Subject: d-rfi

Please see attached,
I have already called your main office and explained the situation ... please call me if you have any further questions
Thanks

6/13/2014 8:15:20 PM

(b)(6)
WINSTON-SALEM, NC 27104
(b)(6)

Attachment:
Date: 6-13-2014
Time: 5:50AM
Location: Harrisburg
Airline: Delta

Had TSA Pre-check. Told agent I had pacemaker and had to have patdown. Female employee became upset, told me I had to go through megatron and patdown over there. (b)(6) said I didn't explain myself clearly and they didn't understand the process. I fly every week 75,000 miles YTD. Un-educated, under trained, non carrying employees at this location.

Caller mother was flying from FLL today and she is disabled, nonverbal, and in a wheelchair. Caller stated that when she went through the checkpoint they forced a patdown on her. Caller stated that his sister was with her and they did not inform the TSO s that she can stand and walk before the screening begins. Caller stated that they made his mother cry and he is upset. Caller is wanting to be contacted by someone at FLL regarding this incident.

Advised caller:

6/14/2014 12:33:02 PM

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. If they did not inform them that she could walk then they probably thought that she could not get out of the wheelchair. For future references someone needs to make sure that the TSO s know that she can stand and walk before screening begins so they can make sure she is given the option of the AIT or WTMD.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. I will document that you would like to be contacted regarding this incident.

Airport: FLL
Airline: Allegiant
Departing time: Around 10:00 am
Date and time of incident: 06 14 2014 around 09:00 am
Gate or terminal of incident: Allegiant terminal

The caller flew from Mexico to PHX to Vancouver, Canada, and the TSO at PHX indicated that her $50 bottle of Grey Goose vodka, placed in a STEBS container, was not allowed on the connecting flight. She asked why, and he said it is not going anywhere. Additionally, the supervisor indicated that the information was none of her business and he did not have to explain his actions. She received a patdown, but the alcohol was still not allowed through the checkpoint. She wanted to file a complaint, as well as a claim form.

Flight Information:

Date and Time of Flight: June 12, 2014; 8:05 PM
Departure Airport: PHX
Airline: US Airways
Flight Number: 504
Terminal and Gate Number: A5
Time of Incident: Around 7:00 PM.
Description of TSO: A female TSOs, and two male STSOs.

6/14/2014 2:46:48 PM

Advised Caller:

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

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

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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.

As of January 31, 2014, passengers arriving in the United States from international travel are no longer required to place duty-free liquids, aerosols, and gels exceeding 3.4 ounces (100 mL) into their checked baggage before boarding a connecting flight, provided the items were purchased in duty-free shops and the retailer placed them in secure, tamper-evident bags (STEBs).

If passengers are connecting to an international flight, their liquids, aerosols, and gels in sealed STEBs may not be allowed as carry-ons at the next international checkpoint.

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

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Remote Client IP: (b)(6)
Date Time: 6/14/2014 2:09:28 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jun 13th 2014 around 11:00AM PDT
Coming from: Alaska Airlines 478L
Issue in the Security checkpoint in Terminal 2 (going to gate 23).
Comments:Abuse of Authority / human civil rights against pregnant woman in LAX.

6/14/2014 3:09:13 PM

Yesterday (Jun 13th), my pregnant wife was returning home from Seattle in the flight Alaska Airlines 478L. She arrived to terminal 6 in LAX around 11am and went to the Security checkpoint on Terminal 2, in order to reach gate 23 (for the second and final flight).
She asked a TSA employee (a Black thin woman) to use another kind of screening instead of the new body scanning machine (She's now 6 months pregnant and was afraid to damage our baby with some kind of radiation from those machines).
Then, the TSA employee started a patdown screening with an used (not new) gloves in a very rude way. My wife told her she was hurting both, her and the baby, with the way she was pushing her belly. Somehow, that woman "figured out" and said that my wife had explosives (in her belly? or I dont know what the heck they were thinking).
The "supervisor", at least that's what she said, (a white big woman/black hair), the black woman and other 2 women took my wife to a private room and performed an even worst screening without clothes and hurting my wife and our baby. She told them she had medical exams where they could confirm her pregnancy, but they just ignored her.
All that screening took around 30 mins until my wife started screaming that "I'm just carrying a baby! what's wrong with you?". At the end, they just said "Ok, that was mistake from us, please leave".

That night, after getting at home, my wife was really stressed out because of all those events. In addition (and even worst), becase our baby, who used to move a lot, was not moving AT ALL. After calling our doctor, We went immediately to the hospital that night to find out what was going with our baby.
Fortunately, our baby started moving again in her belly the next morning (today).

I'm really really upset for the way those employees could almost kill our first baby, killing our illusions and dreams just for "a mistake". How can they be so stupid (sorry for the hard words) and close-minded!?
If the problem was that she had to use the new body scanning machine, they should just let her know about it.

However, you just made us going through a terrible night and almost nightmare.

Dear TSA,

On 5/29/2014, I had the most unpleasant experience that I have had in my 40+ years of airline travel throughout the world, either as an airline pilot or passenger. It was even worse than what I experienced while driving back to the US when crossing the border in 2007.

6/14/2014 3:09:18 PM

My experience began at the MCI American Airlines TSA checkpoint for American Flt970, when I had to wait for over thirty minutes for the checking of my documents (I entered the line 1 hour before departure). That was followed by an alarm being set off as I passed through the screener. I was told by the lady attending the screener that my shoes on the belt had set off the alarm and that I had to pass through the screener again. She then said that I was undergoing the occasional spot check. After successfully passing through the screener successfully the second time, I was told that I had to receive a pat-down. After the pat-down, all of my belongings were thoroughly checked by a lady who handled them like they were trash, inspecting every single item in my bags. These strange and unusual procedures took so long that I came within 5 minutes of missing my flight.

I realize that after living 74 1/2 years, mostly in the US, and being Black, that I should expect the aforementioned treatment, but I thought that things were much better now. It appears that I was wrong, especially in Kansas City, were I was born and raised. I also realize that certain security measures must be taken for the protection of the traveling public, but traveling as often as I do, I've seen and experienced things that go far beyond rational thinking, as well as flaws in the system. There appears to be much too much lack of standardization in your employment and training of the TSA personnel. For the sake of the traveling public and security of the US, I hope this will soon change.

Sincerely,
(b)(6)
TWA Captain, retired
and decorated Army Veteran

6/14/2014 3:09:51 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/14/2014 1:04:32 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/14/2014 12:30 PM Airline & Flight Number : US Airways flight 3389 Checkpoint/Area of Airport : Checkpoint before gate 29 TSA Employee: (If Known) :
Comment : During the screening process, as the passenger in front of me was receiving a patdown, the TSA security employee who was giving the passenger a patdown was concurrently having a casual conversation with a female TSA employee about "helping her move". He looked away from the individual receiving the patdown several times to look at the employee he was chatting with. He was visibly distracted from his task. I was not only dismayed by the lack of professionalism but also felt uneasy that his full attention was directed at ensuring the safety of passengers by conducting a thorough patdown. This distraction not only could have resulted in a breach of security but also makes witnessing passengers lose confidence in the security screening procedures. It is an unsettling feeling to not have full confidence that TSA employees are fully committed to ensuring passenger safety.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/14/2014 3:28:09 PM

Caller is wanting to complain about an incident that just happened at IAD. Caller stated that she was wearing a money belt and went through the AIT and the officer then was doing a patdown and found she was wearing it. Caller stated that the female officer Thomas told her that it had to be sent through xray and removed it. Officer (b)(6) then took it out of the callers sight and was supposed to be screening the item. Caller stated 10 minutes later she asked where it was and no one could find it. When the item was located it was returned to her by another officer and appeared to her that it had never even made it to the xray machine. Caller was told by a supervisor that the TSO did not follow protocol and she is wanting to report it. Caller was concerned due to the amount of money and personal identification items that was in the money belt. Everything was returned and nothing is missing.

Advised caller:
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.

Airport: IAD
Airline: United Airline
Flight number: 4244
Departing time: 5:20 pm
Date and time of incident: 2:25
Gate or terminal of incident: United terminal far left lane.

6/14/2014 6:03:26 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/14/2014 4:53:12 PM Airport : MCI - Kansas City International Date/Time of Travel : 05/29/2014 7:00 AM Airline & Flight Number : southwest 2689 Checkpoint/Area of Airport : southwest gate TSA Employee: (If Known) :
Comment : I was on a flight in KC the lines weren't to long in the security part of the gate I was about 5 people back in line when the TCA man started yelling at a man that happened to step over the STOP sign the guy just barley stepped over it and didn't even know it, and it went down hill from there. When we finally got to the take your belongings out part of the trip they called for our plane to board, No Problem there were a couple people a head of me we were right at the gate,in the background I could hear someone arguing with a customer NP we hear that a lot we asked if we could step ahead of the couple in front of us who's flight left later Nope, fine we will wait, there are 2 ladies standing to the side one arguing with TCA about a body again NP happens the bad part is they kept on with her, which delayed everyone, not just one but 3 TCA agents were back and fourth with her 2 men and a woman, fine one of they will grow up and shut up, NOPE so I finally get to the x ray machine it peeps, NP they can scan me, nope they say I need a body a search, NP ok scan me with the wand, Nope the man says a pat down, 2 women in front of me waiting 1 they are arguing with still our flight gets called again I am like 5 feet from the gate I step to the side to get my pat down ONLY 1 WOMAN working to do pat downs!!! and the woman they are arguing with is in front of me!! Needless to say I didn't get on the flight. I understand random pat downs but 4 women out of a small amount of people in line I know the lady behind me there was only 1 person in between us, so 4 in a 5 min. time frame?? And than 1 lady to do the pat down? If you are gonna have that many random pat downs don't you think there should be enough help to handle them??? And the staff not be so rude! I know it is a tuff job but this was early in the day I can't think how these people are at the end of the day. Finally I did have a very nice young African American lady give me a pat down she was so NICE I wish I would have got her name to thank her and tell her sorry she has such a bad crew to work with I don't mind the scan, X rays, screaches, I mind the rudeness the crew had and because they had issues with one woman I think everyone behind her suffered. Coming back I was worried about security check point the people at the Ft. Meyers airport were so nice and pleasant.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/15/2014 9:31:38 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/14/2014 7:22:03 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 06/12/2014 12:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :
Comment : My wife wore a lightweight sundress through screening. No pockets or belt. The machine detected something in her privates. She was pulled aside for a pat down because she was wearing a tampon. This is embarrassing and degrading. I have contacted the news Would you like a response? : True Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/15/2014 9:31:42 AM

My husband and I visited the Denver, CO airport today to fly to Sacramento. We were with our two small children. At security my family of four was pulled to the side for what I thought was expedited screening since we had little kids. They tested my hands. Then they said I failed the test (sunscreen?). They took me to the side where I had to wait for two females to be available to pat me down. I was taken to a small room and was told I had to put my daughter down on the floor. She was screaming while I was patted down including touching my breasts and in between my legs. I asked if I could pick her up and also if I could put my shoes on and I was told no. The whole time I was treated like a criminal and I most certainly am not. Also, the two female employees were complaining about the screening machine malfunctioning which irritated me even more, if a machine is malfunctioning it should not be used. Then they took my kids bottles out and were testing them. I asked what was being done to them and a male employee was very rude and said I m not even opening them can t you see that? Milk was leaking onto a filthy counter, so they must have been opened. The major issue in all of this: my husband and two kids were not checked at all! No metal detector, no pat down, no hand test. This had to have been an oversight in the commotion of me not passing the hand test? All in all, this was a degrading and emotional experience for me and my family. I would like to know if policies were followed? If you are able to review video, here is the information: about 1:30 pm on 6 14 14. Family of four, all white. Husband is average build with light blue shirt, khaki shorts and Chicago bears hat. I am heavy set with red hair wearing jean shorts and a gold shirt. Two blonde kids, one in a umbrella stroller.

Thank you for your time,

(b)(6)

6/15/2014 10:42:12 AM

Caller:
Caller flew from MIA recently. She had a NOI. Do they wear gloves when they inspect the luggage? She is going to call her congressman about the luggage being inspected out of her view.

Response:
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.

6/15/2014 6:09:12 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/15/2014 4:53:31 PM Airport : SJC - San Jose International Date/Time of Travel : 06/12/2014 6:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A
TSA Employee: (If Known) (b)(6) Comment : After exercising my right to Opt Out, I requested that (b)(6) change her gloves before touching me, she replied "Shut up. I'm not changing my gloves. Just stand there and keep your mouth shut!" Her refusal to conduct the pat down with clean gloves resulted in my having to undergo another pat down because the first was contaminated. When I observed her contaminating the second pat down (by placing both hands completely on the door handle and door frame) requiring her to change her gloves once more, she became irate.

When I requested to speak to her supervisor, and be provided a complaint form, she issued several threats and warned me against filing a complaint, stating that she would make me miss my flight, and that filing a complaint was useless because complaints do not matter and that there was nothing I could do about it.

Her manner was extremely agitated, her voice loud, and her words were abusive.

She then began copying down the information found on my passport onto a yellow note pad and wanted me to provide her with personal information, such as my telephone number (which is not legal). I refused.

Her supervisor was witness to this, and when I noticed she had stopped writing and for a long time was just staring at the paper, I suggested she photocopy my passport, as it would be quicker. She barked back "I'll take as much time as I want and go as slow as I want." At which time I requested a second complaint form.

She left the room, and I asked her supervisor "So, are we done here?" He replied, "Yeah, I guess so." The supervisor gave me a complaint form, and he was quite professional and pleasant during this whole ordeal. I left the security area and boarded my flight as usual.

(b)(6) demonstrates the behavior that validates and reinforces the negative reputation of the TSA, and is not conducive to interacting with the traveling public.

Please take immediate and appropriate action to address this complaint and the conduct of your employee. (b)(6)
==========
NO GENERIC FORM LETTER RESPONSE - I WANT TO KNOW THAT THIS IS BEING TAKEN SERIOUSLY!!!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

6/15/2014 6:09:17 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

6/15/2014 6:09:20 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Arcata Airport

What was the date and approximate time of the incident?
Hi. My name is (b)(6) I was looking on the TSA website for information about pat-downs but
what I read did not answer my question. This is regarding an incident some years ago...approximately, nine.
I was at Heathrow Airport and my luggage had gone through the screening they do...no problem. Then I walked
through the metal detector and no alarm went off. What surprised me was after this the female attendant patted
me down. From what I have read on your website, there was no reason for her to do that.
I realize this was some time ago...but I was just wondering if you knew anything that could help or some explanation.
6/16/2014 8:21:22 AM I feel now that I should have questioned her as to why she was patting me down. I do have the right to ask?
It was by no means a thorough search but all the same...I guess, my biggest question is was that unusual or not?
Thanks for your time.
(b)(6)

Sent using Hushmail

Dear TSA,

I just went through security at San Jose International Airport and experienced unusual trouble taking my juice boxes through security despite 1) telling the security officer that I have type 1 diabetes 2) removing my "medical bag" from my carryon, and 3) having my hands tested because I was wearing an insulin pump under my clothing.

I was told that in order to take my two Junior Juice Boxes (4.3 ounces each) I would need to have a patdown. However, the TSA website clearly states:

6/16/2014 8:22:07 AM "If [emphasis added] the passenger does not want a liquid, gel, or aerosol X-rayed or opened for additional screening, he or she should inform the officer before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown."

As my juice was x-rayed and my hands tested negative, I do not believe a patdown was merited and forfeited my juice. However, I do not believe the TSA officers handled the situation appropriately, and do not feel that my safely was adequately taken into consideration.

This type of situation needs to be remedied and should not be experienced by anyone with diabetes.

Sincerely,
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 6/15/2014 7:17:48 PM

6/16/2014 8:23:48 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):Boston Logan Airport on June 15 to Atlanta.
Comments:I had purchased some "Sea Salt" bath scrub in Boston, it had a small amount of oil in it. I didn't put it in my checked bag as on the flight to Boston, I some hair cream explode in my luggage. This scrub was in the original package. After my carry on went through xray, I was pulled to the side and pat down, not told why, and I had on jean capris with a zipper, no metal on me. NO NEED FOR A PAT DOWN. My bag was then opened, searched, rexrayed 3 more times and my salt scrub taken. This scrub had a small amount of oil in it but not 3.5oz!!! Here is a link to what I purchased and what was illegally taken by TSA (b)(6) I paid $89.00 for this and would either like it returned or a refund.

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 6/16/2014 12:35:26 AM Airport : STL - Lambert St. Louis International Date/Time of Travel : 06/07/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : East Terminal TSA Employee: (If Known) :

6/16/2014 8:24:10 AM

Comment : On the morning of Saturday, June 7, 2014, my husband, 1 year old daughter and I were at the St. Louis airport. We were going to be flying to Orange County, CA with a layover in Phoenix. The day before our flight, I downloaded the My TSA app to find information on traveling with a small child. I read about bringing formula and baby food. I even called Southwest to see if they had any additional restrictions. From the information I gathered, my family could bring formula, juice and baby food for our daughter, we just had to tell the security screeners and it could be subject to additional screening. All of the lines were very long that morning and even though we got to the airport in a reasonable amount of time, it still took a while to get checked in and get up to the screening area. I had all of our daughter's things in a separate bag and let the screeners know we had juice and food. It went through the xray and then I was asked if the items belonged to me. I said yes. The bag was given to another agent who said something that I could not understand because he mumbled and did not speak clearly. Once I finally realized he wanted me to stand at a particular spot by a table, he was already angry with me because I stood at the wrong spot. He did not allow my husband or my daughter to be up at the table with me. All he asked was where I was going and I told him Orange County. He then told me that the baby food pouches were in excess of 3 ounces so they were not allowed. I told him I had checked on everything and since it was for our daughter, it should be allowed. He said my options were to open everything to be tested or it could remain closed but I would be subjected to a pat down and everything I had would be searched through. But again, he mumbled when he spoke so I had to keep asking him to repeat himself because it was very difficult to understand him. I told him that if the baby food pouches were opened, they are only good for a couple of hours since they would not be refrigerated. I also told him that we did not have time for him to search all of our stuff since we spent so much time in line and it was now close to time to board the plane. I told him I would not be choosing the option of the search and pat down so I guess he would just have to throw the food and juice away. During this time, he was using the test strips to test my daughter's ibuprofen and water. But he kept stopping and asking me again about the baby food. I was getting increasingly frustrated and began to cry. He again would stop testing things to tell me not to get upset, that every single family is subjected to these types of screenings. I told him I understood. What I had a problem with was he could not even get through screening one item without stopping multiple times to tell me to stop crying. I kept telling him I could not help it, that I was upset because I did not see any other people going through what we were. I told him to just keep testing so we could get on the plane. That is when he raised his voice and told me not to boss him around. I was not bossing him around, I just wanted to go. He then told me he was going to open all of my baby food. I explained it would spoil and then my daughter would not be able to eat it since we had nearly 7 hours of travel ahead of us. At that point, a female agent came over to talk to us. She asked where we were going and I told her. She talked to the guy for a minute then came back to me. The guy wanted me to open a small bottle of infant cold medicine. I removed the plastic wrapping from the bottle, removed the lid, but could not break through the foil seal. The female agent could not either. But the male agent still held a test strip over the bottle, which makes no sense to me. By this point, my husband was angry. He came over and told them to just keep it all and let me go so we could get on the plane. The male agent told my husband he needed to make sure I wasn't trying to bring the juice for us to drink. Finally, the female agent said I could take everything with me without it being opened. I asked her how since I had already told the male agent I was not going to allow him to pat me down. She said since we had such a long day of travel, the food was not in excess so we could take it. She told me that the problem was the male agent thought I was bringing an excessive amount of baby food. I guess he isn't familiar with where Orange County, CA is or didn't hear when I said we had 7 hours of travel. I thanked her and apologized for getting frustrated with the other agent and explained to her that he mumbled so I could not always understand him and he never told me we were being screened because he thought we were bringing an excessive amount of food. As I was putting everything back in the bag, she patted me down. I stood there in front of everyone, feeling completely humiliated. I feel like I had been harassed. I was exhausted, mad and upset. When we finally got to our gate, they were calling for final boarding and my family was the only people not yet on the flight. The entire plane was waiting on us.

I understand the agent was doing his job. But I feel he acted unprofessionally. He should have explained himself, he should have spoken more clearly. I felt I did everything I could to prepare by checking the app to see what we could bring. It did not say anything about being patted down. I am mad about being patted down even though I stated multiple times I was not choosing that option. I feel the TSA app needs more info on it. Once we got to our destination, I went to the full website and did find information that discusses if items cannot go through the xray then they will be opened or the passenger will be patted down. But our items went through the xray. If there was a problem with it, it should have been explained to me. Who determines what it a reasonable amount of food to bring for a child? Our food pouches were 3.8oz each. This is smaller than a normal size jar of baby food. My daughter usually eats 2 pouches each time she eats. We brought 8 pouches just to make sure we had enough. The amount of food my child eats will be different than what another child eats. So who decides? If the information had been more clear, if the agent had explained himself, if I didn't feel violated from being patted down, I would not have been so upset that day. If I had seen other families going through the same thing, I wouldn't have been so mad. When we flew home on June 12 and went through security in Orange County, we did not experience any problems at all. The food went through

6/16/2014 9:47:34 AM

Caller s son has Down Syndrome. He had a very bad experience at MEM. She has called previously and has filed a disability complaint. She had first asked them to look at the tape to see if she is being an overreactive mother. Mr. Joseph Devastey, CSM at MEM, contacted her via a letter. He told her there was no video, but if she could give him the names or badge numbers of the TSOs involved, he could help her. Otherwise, his hands are tied.

She did not get their names or badge numbers. There is only one terminal for Delta open. She thinks things are lax in Memphis. She believes now there is a major cover up. They separated her from her son. She took a picture of her son after they searched him. The TSO brought in 3 TSOs to question them, search their luggage, and gave her a patdown. It was a major overkill just because his ID was expired and they did not help her pack. The adapter to her mouse fell out and the TSO grabbed it, put it in her face and said, What is this? She told her it was the mouse adapter. They separated her from her son. She took a picture of her son after they searched him. She could not send the picture with forms but she did email the picture.

Caller stated that Mr. Devastey told her not to file a complaint because he was the head of TSA and he would handle this. He told her not to do anything else, but now he is saying there is no tape. Caller stated that, at this point, it is not a disability thing. She believes now there is a major cover up. She said if they had been terrorists, they would still have the video tape.

Caller said her son was flying because he was receiving the ESPN Fan Award.

I apologized for her experience. I told her I would send this to the PASS Ombudsman. I thanked her for calling us and told her it was good that she filled out the complaint and sent it in since she believed this was an issue. I told her that if the PASS Ombudsman needs to get in contact with her, they will do so via her phone or email. Caller asked who is in charge of TSA. I told her it is John Pistole. She asked which department. I told her DHS.

Sirs,
Please find attached, a copy of an email from my wife (b)(6) who flew out of Terminal 2 at MSP this morning. Her experience would have happened about 4:30AM today Monday June 16.

(b)(6)
Wow, they went through all my stuff, wiped everything and told me I couldn't carry the juice because it was more than 3 ounces. They literally went through everything, patted me down three times and finally after 20 minutes I made it. You can tell many of them hate their job because they did nothing but complain.
Thank you so much for bringing me down. For me you are my GREATEST gift. I love you so much. Please pray that all goes well on whatever I am asked to do.
(b)(6)

6/16/2014 10:07:42 AM

Now (b)(6) is a 61 year old female, who is a diabetic, and has been reliant on insulin for almost 50 years. She has become very insulin sensitive over time from the disease. She wears an insulin pump and a constant glucose monitor. Her best method of falling blood glucose recovery is juice. She is instructed by her physician to carry juice on her person at all times to help with falling blood glucose sugars. The fact that the TSA employee removed the sugars from her person put her in a dangerous physical health position. I hope she is able to find replacement before she needs emergency medical attention.
I'm not sure why the serious " pat-down " (3 times) She is a native born woman of 61 years. She should not appear to be a physical threat, and the fact that she had multiple juice boxes should not make her a terrioristic threat either.
Her final comment about the employees on shift probably explains the situation. The employees were constantly complaining. They weren't glad to be working at that time. Maybe the TSA should take a look at, and evaluate their employees the way they would expect to be treated at say a restaurant, or where they get their hair cut. If you went to these places and experienced employees who were only complaining and not caring for the customer, would you return again?...probably not, but flying customers have no choice, but to put up with the attitudes of TSA employed people who don't care.
I'm just sharing this story to show how no compassion was shown to a person who could could be classified as handicapped, but puts forth a serious effort to be completely independent and not let the disease of diabetes not dictate her life.
NOT A GOOD EXPERIENCE
(b)(6)

From: (b)(6)
Sent: Monday, June 16, 2014 10:54 AM
To: TSAExternalCompliance
Subject: d-rfi

(b)(6)
WINSTON-SALEM, NC 27104
(b)(6)

6/16/2014 12:28:34 PM

(b)(6)
Winston-Salem NC 27104
HYPERLINK (b)(6)

What happened:

Date 6 13 14 Time 5:30 a.m. Airport: Harrisburg, PA Time of Travel 6:00a.m. Airline and Fight # Delta 2480
On this date i checked threw the Delta counter and was given TSA Pr-Approval. Proceed to the secure check point and explained that i was unable to pass threw the magnet field detector because of my Defibrillator Pace Maker. Showed the agent my medical card explaining the situation. At this time i was instructed to take off my shoes, wallet, watch, glasses, keys, glasses and belt. (Although I was TSA Approved) They then explained that I needed a pat down and was instructed to another person to do this procedure. Unknowing i was walking threw a magnetic field machine to get to the pat down person. I was shocked i was instructed they sent me threw this machine being as i explained my situation twice. Both agent seemed as they didn

6/16/2014 2:20:32 PM

I travel a lot and have the TSA pre-check clearance, I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.
(b)(6)

6/16/2014 2:20:32 PM I travel a lot and have the TSA pre-check clearance, I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.

(b)(6)

6/16/2014 2:20:32 PM I travel a lot and have the TSA pre-check clearance, I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.

(b)(6)

Dear TSA, I am part of the Trusted Traveler program via NEXUS (b)(6) and have registered for the TSA Pre Program, but am now being denied access to TSA Pre every time I come through security. I have gone online to see if I need to update my profile and everything looks to be in order. The only potential issue I can determine is that I have both my hips replaced, which sets off the metal detector in the TSE Pre line every time I go through, which then requires me to be pat down.

I'd like to enjoy the benefits of TSE Pre and also understand the challenges associated with the metal detectors being set off by my hip replacements. How can I regain access to TSE Pre as the line is much shorter at Sea Tac Airport where I travel?

6/16/2014 2:21:11 PM All the best,

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/16/2014 2:06:03 PM Airport : EWR - Newark International Date/Time of Travel : 05/31/2014 Airline & Flight Number : US Airways Checkpoint/Area of Airport : Aruba airport, flying to EWR TSA Employee: (If Known) :
Comment : I was selected for random screening when flying back from Aruba to Newark. A TSA agent took all of my belongings including my shoes and started walking. I asked her where we were going, and she didn't reply. I asked again and she said, "Very close to heaven." My husband was not with me during the pat-down and I was not made aware that he had the option of being in the screening area with me, which would have made me feel more comfortable.
6/16/2014 4:07:08 PM Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Call:
The caller was in a wheelchair with a knee injury. The caller stated that she could get up and go through the AIT or Metal Detector if needed. The female TSO stated that was not necessary and to stay seated they could take care of it there. Then the TSO started a seated patdown without informing the caller of what she was doing. The caller was alarmed and asked the TSO to stop. The TSO said no, she must continue. The caller stated that she was alarmed and crying. The TSO touched sensitive areas on the caller s body. The TSO did not explain what she was doing. This was a confusing and bad experience for the caller.

Airport: Salt Lake City
Airline: Delta
6/16/2014 4:41:54 PM Flight Number: 147
Date and Time of Incident: 6 4 14, 12:30 p.m
Specific Location of Incident: TSA Checkpoint leading to B3
Contact Information (Phone #, EMAIL) (b)(6)

Advise:
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.

I asked the caller if she would like information sent to her about screening, but the caller refused.

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places were the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

6/16/2014 7:59:03 PM

Advised caller Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD). If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening. Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Advised caller 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.

Advised caller to make suggestions she can to to our website at tsa.gov and select the stakeholders tab then click business opportunities.

The caller wants to know if she will be contacted back by the CSM. The caller states she would like to be contacted back. The callers email is (b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) hone Number: (b)(6)
Address: (b)(6)
Zipcode: 81435

6/17/2014 10:19:04 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? yes

Which U.S. airport were you traveling through?
LaGuardia Airport

Caller flew from ATL to Chicago and was told that his name was on a watch list. He was taken to a private screening area for a patdown. He wants to know what the reason was for this. A month ago he got married in another country. He came back to the US and this time when he flew to Chicago he got additional screening. This has never happened before. The officer scanned the barcode and there was a red light. The officer said that he was on the list. They turned the computer around and showed him his name on the computer screen.

6/17/2014 11:17:26 AM

Advised caller:

I explained to the passenger that this doesn t indicate that he is on a watch list. No one can confirm or deny whether someone is on a watch list. The individuals at the airport don t have a way of knowing if he is or is not on a watch list. When the officers scan the barcode they are checking for Precheck, which is expedited screening that allows you to keep your shoes on. If you get a green light, you go through a different line and leave your shoes on. If you get the red light you weren t selected for Precheck. At that point you go through regular screening. There could have been an alarm with a machine or he may have been randomly selected for additional screening. We do that from time to time. We select random passengers to perform additional screening on. If this becomes an ongoing issue he can call us back, but this one time he was probably just randomly selected for additional screening.

6/17/2014 2:07:55 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/17/2014 12:07:34 PM Airport : LAS - McCarran International Date/Time of Travel : 06/17/2014 Airline & Flight Number : SW4192 Checkpoint/Area of Airport : C Annex TSA Employee: (If Known) :
Comment : I am a TSA pre check customer and have a known traveler number. Prior to checking my ID an agent ran a solution across my palms and apparently there was a reaction. I had to wait 10 minutes for an agent to get me and take me through the normal check in. No alarms were indicated but I was passed off to a very rude agent with an authoritative attitude. After looking through every item in my carry on and purse she did a pat down. Nothing was found and instead of apologizing for the inconvenience she abruptly told me I could go. I then went to ask for a supervisor that said maybe it was hand lotion that set the machine off! Really! I understand the need to be safe but I have been checked by the FBI to get my known traveler number. I think you have a faulty machine and if hand lotion sets it off then that is a problem. I think your agents should apologize to persons that they find to have been unnecessarily searched instead of treating them like criminals especially since I have a known traveler number. I should have taken my husband's advice and demanded they run my hands through the machine in question after I had been searched to make a point. It would have been more expeditious for me to go through the normal check in as no alarms were generated during that process. A second check would have shown your machine to be defective and could perhaps caused this unnecessary additional work for all involved could be avoided. Should this happen again in the future I will be sure to get all agents identification. When you are trying to catch a plane you just want to get to your gate in a timely manner and I had already spent too much time in security.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/17/2014 6:15:03 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/17/2014 5:49:44 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C
TSA Employee: (If Known) :
Comment : I made an earlier complain TSA-EID (b)(6) about the bad experience with TSA, but the complain was apparently not classified properly. I did not ask for a clarification of TSA's policy for adult traveling with children as replied by (b)(6) (b)(6) To be absolutely clear, the complain was about:

1. The arbitrary decision by TSA officer with regarding to directing traveler with kids through various gates. I did not expect TSA officer to direct me to one gate, and within seconds, asking me to go to another gate without explanation and for no apparent reason.

2. The intentional humiliation by TSA officer when I opted out of going through the body scanner.

3. The unsafe environment TSA officer created at the security gate for traveling with kids.

Here were the facts:

1. I was travelling with kids. Kids were old enough to run quickly, but not too old that I still had to carry a stroller for them.

2. TSA officer directed family to go through the metal detector. Kids quickly got through. When I was about to go through, TSA officer noticed my shoes and asked me to remove them. After I removed the shoes and tried to walk through the metal detector, the TSA officer stopped and asked me to get in line for the body scanner. It was unexpected to me, and when I hesitated, he loudly proclaimed that it was not my right to pick gates (even the gate he asked me to go through seconds ago), and I had to do what he asked.

3. I opted out of the body scanner. It was (a) a protest to his arbitrary decision, (b) the body scanner was 5-6 people long and I'd be out of sight of the kids. There was no people to do the pat down search, and I had to wait (I could see the kids from the gate, but was only within a shouting distance to them). TSA officer made no attempt to keep the family together -- kids ran around as they always did, and the TSA officer did nothing to keep the kids within my proximity.

4. Amid the confusion caused by TSA officer's change of mind and my waiting for the pat down search, TSA officer explained to other traveler it was my choice to choose the "turtle lane". It was none of other people's business what my choice was, and my choice should not be derided by TSA either.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)

First and Middle Name:
* Last Name:
* Main Phone:
Work Phone:
Cell Phone:
* PO Box or Street address:
* City:
* State:
* Zip:
* Email:

6/17/2014 8:08:32 PM

I was traveling with my infant daughter on Friday June 6th at approximately 6am on Southwest Airlines from San Diego to Chicago, IL. I went to the main security checkin area for flights from Gates 3-10 in Terminal 1 at San Diego Lindberg Field. I was wearing a baby carrier with my 7 month old daughter in it on the front of me. I've traveled an average of twice a month through this same security area and am familiar with the TSA security policies. I did not object to going through the normal xray scan. I declared that I was carrying multiple prepackaged baby formula items at the checkpoint for my clearly visible daughter. Several other female passengers had small children and babies in the security lines as well. The primary agent at the security scanner asked if I was travelling alone and I replied that it was just me and my daughter. After passing through the scan without incident, I was directed to the secondary screening area.

When I arrived at the area, I asked the Supervising Agent (b)(6) why I was being searched again. He stated that I had more than 3 oz of liquid that I was trying to bring through security and that it was policy to have additional screening. I informed the Agent that the TSA Website allows for baby formula over 3 oz and since I was clearly carrying a baby, I did not understand the additional search. I also informed him that I declared this to the agent at the first gate agent. He told me that it is policy that he must search me again and that I had the right to refuse the search. I asked him why I was being searched and not the other people with children. He declined to respond and I allowed him to continue his pat down. I was clearly being singled out because I was a single male with a child. No other female passengers with children were directed to secondary screening for the 30 minutes that I was either in line or at either security screening areas. The agent asked me again if I was travelling alone. I replied again that it was just me and my daughter. During the search, the Agent requested that I lift up my child so that the agent could pat me down. I became understandably angry and frustrated and again asked why I was being searched. He responded that it is Policy. When I asked " who's policy, the TSA?" and he said his boss Supervisor (b)(6) I immediately requested to speak with (b)(6) The Agent radioed for (b)(6) but I was told he was not available. (b)(6) whom I was told was a security manager then showed up. I asked why there is clearly information on the TSA website that says that you may bring over 3oz of baby formula when the agents were going to give me a hard time about it. I asked if it was because I was a single male flying alone with a child. (b)(6) declined to answer and recommended that I call (b)(6) in communications. I asked again to speak to (b)(6) and was told he was busy.

Hello,

I am writing regarding an incident that occurred at the Pittsburgh International Airport around 5:40 pm on 6/17/14 with a TSA official named (b)(6) (possibly (b)(6)

To preface, I keep uncut hair and wear a turban daily as a member of the Sikh faith. I fly at least monthly and always pat down my own headdress and have the TSA member wipe my hands with the swab to check for explosives. I was wearing a bandana instead today for comfort. After passing through the whole-body xray machine (no alarm or problem areas detected) (b)(6) said that he had to pat down my headdress. I told him explicitly that I preferred to pat it down myself and that I do this every time I travel. He responded curtly, saying only that he had to pat it down himself. I once more told him that I know the rules allow me to pat it down myself and I would like to do so. He asked me if I wanted to take it off completely and put it on the conveyor belt, and when I refused that he again said he "had" to pat it down. Instead of fussing at that moment, I let him pat it. As he was putting his swab in the machine I again said respectfully that every time I fly I am allowed to pat it down myself. He said to me "you're going to learn something" and proceeded to explain that from his side, he needed to go through a three step process where he offers to have the headdress taken off and put on the xray belt, then if I refuse he offers to pat it down, and then if I refuse he would let me pat it down. He did not acknowledge that me stating multiple times that I preferred to pat it down myself was satisfactory for him to move on to his third step. When I asked that future passengers be allowed to pat down their own headdress when they ask for it, he rudely said to me that he wouldn't change a thing about his words and actions and that he "knows his job".

6/18/2014 8:30:43 AM

I believe that (b)(6) needs to understand that when a passenger asks to pat down his own headdress, that needs to be respected at that moment. Even though I asked to pat it down myself multiple times, he only said he "had" to pat it down and did not say or imply that I could be allowed to pat it down myself. This is not ok. Sikhs regard their hair as sacred and having someone else pat it down is actually humiliating to a Sikh. If the rules are such that we can ask for a self-pat down, (b)(6) needs to grant this when requested.

I am asking that (b)(6) be educated that a passengers request needs to be respected. I would like him to acknowledge that he will not act this way towards future passengers. I happen to be a well educated person and know the rules very well and was still a victim in this case. I do not want others who might not know the rules as well to go through the same thing I did.

I look forward to your reply as to how this will be handled.

Thank you,

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, June 18, 2014 8:41 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 6 18 2014 8:40:45 PM

6/18/2014 9:02:52 PM

Attachment

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/18/2014 10:07:53 PM Airport : OAK - Oakland International Date/Time of Travel : 06/18/2014 7:30 PM Airline & Flight Number : Southwest 2162 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/19/2014 8:30:17 AM

Comment : There needs to be more explaination on what TSA Pre is. Due to a metal implant I always set off the alarm. According to you web site I should have been directed though the scanner. I was not, rather, I was subjected to a full pat down, rather than being wanded. The agent has such poor English skills I could hardly understand her, let alone communicate with her. When she was done she did not bother to release me, but left me sitting there wondering what was next. A simple, "Thank you, you may go." would have been welcome. In the future I will refuse your TSA Pre, it is no favor to me. Your agent wasted at least 10 min. on someone who has never been, is not now, and never will be a threat. What a terrible inefficiency.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 6/19/2014 11:15:11 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/18/2014 10:30 PM Airline & Flight Number : UA 552
Checkpoint/Area of Airport : United terminal security check TSA Employee: (If Known) (b)(6)
Comment : My wife has a medical condition where she must follow a strict diet that requires her to have food, milk and water with her at all times. In addition, she is prescribed by her doctor various herbal and vitamin supplements, some of which need to be refrigerated at all times. As per TSA instructions that we have received previously, we brought a doctor's note outlining this issue. The cooler was scanned and then each item was inspected by a TSA agent. We asked that the milk not be put into the additional scanner as we do not want the milk impacted because that process can kill the bacteria in the milk that is needed for her health. In past flights through LAX, this request has always been accepted. After much discussion and after putting the cooler through the xray scanner a second time, the TSA agent told us that they would not have to do the additional scanning on the milk if my wife agreed to a pat down search. My wife agreed but before they started the pat down, another TSA agent (b)(6), came over and inserted himself into the discussion. At first, he said he was there to help, but then quickly started demanding that that the milk go through the extra scanning in addition to my wife having the pat down. When we tried to explain everything, including that past experiences were not like this and re-showed the doctor's note, he said that everyone has a doctor's note and it doesn't mean anything and he also said the doctor's note had to explicitly say that the milk could not go through additional scanning and since it didn't, the only way to allow the milk to pass was to do the scan. When we stated there had to be an alternative, he became very aggressive and began threatening us. He said he would throw away the contents of the cooler, he said he would force us outside so that we could not fly, he began to take the cooler and leave the area. It was very clear that it was his way or the highway and he did not care that my wife has a clear medical condition and that we had done everything similar to past trips through LAX. (b)(6) was extremely aggressive, rude and came across as if he wanted to flex his power over us. He put my wife in tears and her physical ailments increased from the experience. I have never had such a horrible experience at any airport. I have never sent a complaint to TSA previously for any of my travel. This is how awful this experience was. Afterwards, we talked with another supervisor, (b)(6) and she said she would have the manager, (b)(6) (sp?) call me but as of the following morning, this has not yet occurred. To us, (b)(6) behavior was completely out of line and inconsistent with every other TSA experience we have had. It is unclear why someone with a medical condition as my wife has, has to go through this type of stressful experience where she spent nearly an hour being interrogated and aggressively talked to over milk and supplements. At this point, my wife is scared to travel and it has been a horrible start to our anniversary celebration. I would like to understand why (b)(6) contradicted his fellow TSA agents by stating the extra scanning of the milk had to occur in addition to the pat down rather than instead of. I would like to understand whether TSA feels his behavior is appropriate or not and what action you will take to ensure that he does not treat other passengers this way. Also, please tell me what steps we need to follow to avoid this type of experience in the future as it was completely unexpected given past experiences at LAX. Thank you for your time.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/19/2014 12:05:04 PM

At TPA yesterday her family opts out of the AIT and they go through the patdown. She had 5 3-1-1 in one of their bags since they were all travelling together. The officer told her she had more liquids in her bag than what is allowed. She explained to the officer that there was 5 of them travelling together through and there is only 5 bags. The officer then told her there was other liquids in her bag than what was just in the 3-1-1 bags. The officer then searched the luggage after a little argument. The officer then handed her 2 larger bags and told her to place all of her liquids in those bags for future travel and that would prevent any issues. (b)(6) was travelling with another family that went through the AIT machine and she was told they over heard the officers stating they were going to hold her up since they all opted out of the AIT and she was wanting to know what she should do under these circumstances. She was going through C Gate around 12:30 on 6 18 2014. The officer was a middle age woman, hair in a bum, at least 50.

6/19/2014 1:02:12 PM

Response:
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.

Greetings!

I'm a little confused. I had one carry on bag and one checked bag on my recent trip home from Nassau, The Bahamas. (June 17, Jet Blue 622 to JFK) I was selected for a pat-down and hand check of my carry on bag to which I have absolutely no objection. Truly: not a problem!

The confusion is: Why were the tubes of sunscreen and my Oil of Olay face moisturizer removed from my checked luggage? I realize this is for the safety of we who travel the friendly skies, but why remove things from checked bags? My traveling companion had Pepto Bismol taken from his bag. This may seem a silly point, but given the cost of sunscreen ($9 - $13 each x 3) and face moisturizer ($19), this has turned into an expensive replacement issue. I live on Long Island and was counting on using that sunscreen at Jones Beach, in Wantagh, where I live.

6/19/2014 2:04:21 PM

I'm a proud American who has lost a nephew in Iraq, who is the daughter of a flight engineer and sister of a Northwest Airlines pilot.. I understand the outrageous and less outrageous rules of flying. But why me? Thank you for listening to my rant.

Sincerely,
(b)(6)

Wantagh, NY

Caller said he had a complaint. He said he was at Orlando International last Tues at 4:00 p.m. He said he was traveling with his 97 year old mother. He said they went through the handicapped line since she had a walker. He said he put his stuff in the pan and one of his cases was going through the xray and then it stopped. He said the machine kept starting and stopping. He said it was backed up. His said his mom was forced to stand there. He was told she can go through the security and they told her they would assist her. He said they did not assist her, He said she had been standing quite awhile. He said they said they had to pat her down. He said his complaint is how they handled it. He said the lady patted his mom down twice. He said he went to the Supervisor and complained about the patdown and the Supervisor immediately called the Airport police. Caller said he was not being belligerent about it but the Supervisor immediacy called the police. Caller said what they were saying is that he cannot complain to the Supervisor. ALSO: He said some of the TSA employees were just standing around. He said he did not know if they were waiting for someone to come to fix the machine or they were taking a break. He said they completely closed down the line. ALSO THEN: Caller said he did not want to file a complaint. He said he appreciates the job TSA does.

6/19/2014 4:38:37 PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.
Date and Time of Flight: June 17th, 2014 At checkpoint around 4:00 p.m. Flight scheduled at 5:50 p.m.
Gate or Terminal: Gate 102- 179 He said he thinks it was Gate A or Terminal A
Airline: Southwest
Flight Number: 1579
Airport: Orlando Internatonal to Chicago Midway

Caller has flown a lot. He is disabled. Today he had a negative experience. He was at the checkpoint and in a wheelchair to accompany his fiancee who is also disabled and in a wheelchair. He was going to get a patdown and he had to wait 10 minutes for a TSO. His fiancee went through and was waiting. She had to remind the TSO if he was going to patdown her fiancee. Once they went to him, the TSO patted his groin area with the front of his hand. His attitude was nasty. He Twos want trouble so he didnt say anything. He states the TSOs name is (b)(6) He was a lead. He doesnt think his attitude was necessary. He asked for the TSA Cares number.

Airport: Charlotte Douglas
Airline: United, he had a Gate Pass, his fiancee flew
Flight Number: Original flight number was UA3793W. He doesnt know the number it was changed to but the experience happened on the way to the original flight. The second time they went through screening it was pleasant.
Departure Time: The flight was at 9:11 so they went though the checkpoint at about 730-8:00 am
Specific Location (Terminal-Gate): United Checkpoint
6/19/2014 9:21:19 PM
Invividuals Contact Information (phone number-email): (b)(6) TSO, another guy that called it in and a female that called it in a few times
Persons involved (if calling on behalf of someone): him, his fiancee and the 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.

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.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The number he provided and email are good forms of contact in case he needs to be contacted.

Hello. I am not flying again until I can be assured of a body scanner available.
Why can you not do a TSA precheck that includes the fact that I have metal in my knees? If I can have a background check for everything else, why not this? It seems very simple to ask the surgeon for information about me.
The pat down is not acceptable. And having them check their gloves is just disgusting. That was the last straw.
Why could they not look at my scars and wand my knees?
6/19/2014 10:01:21 PM
I am 63 years old and have never done ANYTHING wrong and will NOT be treated like a criminal because I had painful knees.
What are you going to do about this?
I have contacted both my senators about this. Something has to be done.
(b)(6)

Hello. I wrote an e-mail earlier today about why the TSA could not get all the information about me INCLUDING that I have metal in my knees, and I received this ridiculous e-mail about how pre-check works.
My question is: WHEN is the TSA going to do something about the fact that thousands of people have metal from replacements, repairs, etc. and they should NOT be treated as criminals because they do.
I will not go through any checkpoint ever again for a pat-down just because I have knee replacements. It is not an option.
If it means another mode of transportation, so be it, but I will NOT be subjected to ANYONE checking to see if I, a 63 year old school librarian who has never done ANYTHING wrong, have explosives in my waistband. This is so intrusive that it will
6/20/2014 8:36:38 AM
NEVER happen again.
SO WHEN are you going to figure out that people like me should not be treated like this?
IF you can do nothing but send me some crap about the rules, don't bother.
I will know that no one at the TSA has the where-with-all to figure something out about this problem.
Thank you.
(b)(6)

6/20/2014 8:37:28 AM

On June 19 I flew out of LaGuardia airport.I regularly fly out of LaGuardia. I had a few incidents with the officers but nothing too major until yesterday. I accidentally left two jars of jelly in my bag. The agent says to me I have to receive a pat down. What?! I have never in my life had to receive a pat down because I left something in my bag. They usually test it then ask if I want to throw it away or check my bag. I asked numerous times why am I getting a pat down. The agent said the jelly didn't clear. The agent never tested the jelly!

How would they know if the jelly didn't clear. The agent said they could not test it through a machine. Why not use the paper thing on my hands to test the jelly? After they pat me down they used the paper thing on my hands. I received a pat down for what? Im thoroughly disgusted at the procedure. Two steps forward (pre check) 10 million steps backwards (pat down for an item they cannot test but can test their hands after going through that cancerous machine).

6/20/2014 9:01:45 AM

Disability Description: Caller is a dialysis patient and just went through screening today at AUS and stated she felt very discriminated against.

Information Request: She carries IV bags with her when she travels and stated it is bad enough to be on dialysis and then to be treated in that manner.

Is she required to go through this treatment every time she travels?

Response Details: Apologized to caller and advised of Standard Operating Procedures when traveling with medically necessary liquids:

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA s Disability and Multicultural Division.

For your complaint to be considered complete according to Department of Homeland Security Regulations.

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf.

Explained to caller she can contact the TCC 72 hrs. prior to a flight with information which will be provided to the respective departure airports for assistance request.
The TCC provides information to respective locations, but, cannot guarantee someone will b available to assist upon arrival at the airport, if not, can always request to speak with a Supv. or PSS when at the checkpoint.

Provided information to caller via email.

6/20/2014 10:13:35 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/20/2014 9:53:41 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/20/2014 6:00 AM Airline & Flight Number : SW 4608 Checkpoint/Area of Airport : Southwest Gate TSA Employee: (If Known) : Unknown Comment : I am a business traveler, most weeks I fly twice a week. I am quite familiar with the rules TSA has. I was asked to take off my hat by a TSA agent. I asked the agent if that was a new rule since I traveled on Monday with a hat with no requests to remove it and I frequently travel with a hat on and have never been asked to remove it. I told the agent I didn't have an issue removing my hat I just wanted to be updated if the rules had changed. He responded that if I didn't stop asking him questions I was going to get patted down. I feel threatened and disrespected by this agent. They are supposed to be protecting us not threatening us. If we have a question we should be able to ask without fear that they are going to threaten us with a "pat down", to me that implies bad intentions and makes me severely uncomfortable.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Tempe AZ 85281
Zipcode:

6/20/2014 2:23:18 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? Yes

Which U.S. airport were you traveling through?
Minneapolis-St. Paul International Airport

Dear TSA,

I went through the security check in Terminal C of Mitchell Airport (MKE) in Milwaukee, WI today (June 20, 2014) and experienced a highly invasive and inappropriate pat down from TSA employee (b)(6). Before the pat down began, she repeatedly told me that the scanner was not an x-ray machine. I had never mentioned an x-ray machine: I simply told another employee that I did not want to go through the scanner. When I told (b)(6) that I understood that the scanner did not use x-rays, she asked again if I wanted to go through it. I was surprised and of course I said no, I did not.

6/20/2014 6:06:39 PM

(b)(6) then proceeded to grope and squeeze every part of my body. She did ask me the standard questions and explained the procedure before she began. However, she went over each area of my body multiple times, using excessive prodding and squeezing. Usually the TSA employees keep their hands flat during the pat down, but (b)(6) used her fingertips and groped all of my body. In particular, she squeezed my breasts and inner thighs, and went back over these areas multiple times. She also groped my buttocks excessively. I have had many TSA pat down screenings in the past and have never experienced anything like this. She rubbed her hands up and down my stomach and legs for much longer than was necessary and even squeezed and rubbed the parts of my body that were visible (forearms, lower legs, and feet). She also stood behind me and rubbed my rib cage for several seconds, while using her fingertips to reach in between my individual ribs. She frequently kept her hands around me while she asked me the same question again and again (asking if I had anything in my pockets). The whole pat down took much longer than the procedure generally takes. I feel like I was just assaulted.

At the very least (b)(6) should not perform pat down checks on passengers without another TSA employee watching. Please bring this incident to the attention of her supervisor.

Please contact me for any additional information that might be helpful.

(b)(6)

6/20/2014 6:06:39 PM

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Please contact me for any additional information that might be helpful.

(b)(6)

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At the very least (b)(6) should not perform pat down checks on passengers without another TSA employee watching. Please bring this incident to the attention of her supervisor.

Please contact me for any additional information that might be helpful.

(b)(6)

I generally do not complain about anything but I feel very compelled to tell you my story with the hope that maybe it will shed light on a problem that may be more common than you think.

I had a flight out of TPA on Monday of last week on an Airtran flight to ATL.

I was at TPA during a moderately busy time. After about 15 minutes in line, I put my rings, wallet, belt and soforth in a bin. I also had a laptop in a case I put in front of my bin to go through your eray machine.

When the officer waved me into the scanner machine, something made the buzzer go off. He asked me to come forward which I did and he gave me a quick pat down that took maybe 20 seconds. No big deal. I said thank you and he let me go. As I looked to my right toward my bin I noticed right away my laptop was GONE. I looked right back at the TSA officer and said very loudly "my laptop is gone"! Just then a lady walking off quickly turned back and seen us looking at her. She immediately said "Oh my gosh Im so sorry, I grabbed your laptop by mistake and could tell her apology was completely being "acted". In fact, she had my laptop on one shoulder and another laptop on the other. There is no way you would grab 2 laptops by mistake. She attempted to steal it because I was getting the pat down and she didnt expect it to be so quick. A person knows they only have one laptop when they have been standing in line with only ONE for 15 minutes.

6/20/2014 9:02:47 PM

Here is my problem with this. The TSA guard didnt lift a finger or say a thing. He let her walk off. This woman obviously does this and steals from people at the airport. Why didnt the TSA employee call security to at least check her other items or question why she was trying to steal my stuff after he seen what she did?

This event was a real let down. The TSA employees forget we are people and treat people like a product. This is why there was no emotion by TSA or action taken to catching this lady attempting to steal from me.

I have the feeling this letter will fall of deaf ears and I will get some auto reply or canned response which is fine but I sure hope this makes it to someone that CARES about the airline industry as a whole and understands TSA is a vital part of my overall flying experience. TSA is there to protect me...they showed that they clearly are not concerned with the real threats at the airport.

"let down"

(b)(6)
Southwest flight 222 out of TPA Monday June 16th

6/21/2014 11:16:11 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/21/2014 10:53:55 AM Airport : DEN - Denver International Date/Time of Travel : 06/21/2014 8:30 AM Airline & Flight Number : Frontier 678 Checkpoint/Area of Airport : Concourse A checkpoint TSA Employee: (If Known) :
Comment : I got a pat down and was rudely told that I should have removed my sweater - that's odd since I've never been told I had to remove a light weight sweater before. Also, looking at the screen it looked like my underwire was the issue. The agent (a female) very loudly and rudely pointed out again that I should have removed my sweater because the buttons caused the pat down (the buttons are tiny plastic buttons) I've gone thru security numerous times without any sweater causing an issue. Sorry I didn't get this rude agents name, but all I wanted to do was get away from her.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/21/2014 1:24:40 PM

Caller was traveling out of the Atlanta airport traveling to Montego Bay Jamaica and she and she had a child with her that is 4 years old. She had a bottle of Ensure for the child. She let them know she had it. The female TSO told her she had to have a patdown. It was done in front of everyone and she told her to spread her legs and she touched her private areas front and back in front of everyone. She is in a wheelchair. She missed her flight because they were swabbing the outside of the Ensure for 5-10 minutes and the TSO took her time doing it. The TSO has short blond hair, in her 40-50s, tall and no smile. She mentioned that even the person at the xray machine was astonished by what she was doing. She stated she needs more training in doing her job and dealing with public. She doesn t feel it was discrimination. It was just bad behavior.

Advised:

Do you feel this was because of discrimination because you were in a wheelchair or was it bad customer service? Let me get some information and I will forward it to the CSM for further investigation.

Airport where the incident occurred: Atlanta Hartsfield Airport
Airline: Delta
Flight numbers: 361
Date and time of incident: June 21 2014, 1215 pm
Individual s contact information email:
(b)(6)

INQUIRY:

Caller flew on US airways out of CLT four months ago. Caller is an airport employee and had some diesel fuel on his hands which was detected by the ETD. Caller was taken to a private screening area for a thorough patdown. He stated that the TSO performing the patdown performed an invasive patdown and caller wanted to know if this was a typical patdown experience.

RESOLUTION:

6/21/2014 2:32:13 PM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

At airports nationwide, TSA has implemented 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 help TSA detect hidden and dangerous items, such as explosives.

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. If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor while at the checkpoint.

6/21/2014 4:17:35 PM

Caller states that he flew from BWI today and he is concerned with the security screening. Caller states that he told the officer that he did not want to be screened by the AIT. Caller states that the officer explained to him that the AIT was not an x-ray and forced him to be screened by the AIT. Caller states that he does not know the officers name. Caller states that he was at Checkpoint C possibly the one for American Airlines at or around 1600 hours. Caller states that he does not want to be screened due to possible health risks.

Advised Caller:

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.

Due to the fact that the officer forced you to be screened by the AIT, I am going to send a copy of the complaint to the CSM for their review.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

6/22/2014 9:37:37 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Chicago O\ Hare International Airport

6/22/2014 11:06:04 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 6/22/2014 10:27:19 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/22/2014 9:45 AM Airline & Flight Number : US Airways flight 672 Checkpoint/Area of Airport : Security for Gates B/C TSA Employee: (If Known) :
Comment : After successful ATI, was required to do full pat down. I am in a wheelchair with a broken ankle and sprained wrist, with braces on both. Doing an evasive pat down was completely unnecessary and embarrassing. I'm all for safety but this was WAY too extreme.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/22/2014 1:09:07 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 6/22/2014 12:13:41 PM Airport : MVY - Martha's Vineyard Date/Time of Travel : 06/20/2014 Airline & Flight Number : JET BLUE 1339 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I have multiple joint replacements and am 62. I was flying with my 6 1/2 month puppy in a carrier. I am TSA Precheck and it was printed on my ticket. I have flown for years out of MVY, so I did not expect special treatment. Of course, I warned the staff I would set off the alarm and I told them why. Immediately I was treated brusquely and there was confusion what to do, swab my hands first, put the puppy back, etc. Then they wanted to search my carry-on, which was fine. At screening the woman not only touched me roughly after being told I had arthritic disease and fibromyalgia, but she went over my buttocks multiple times and touched my crotch with the flat of her hand three times. I felt violated. It was inappropriate. I travel a lot and have been disappointed now and again in screening but in this case I felt assaulted. I have never filed a complaint before. This is serious. I even spoke to the gate agent as I was so upset. I am particularly upset because as a person with a disability I have no recourse but to submit to multiple physical pat-downs. I have TSA precheck and I use scanners when they are available.

Again, my complaint is that my crotch was touched with a flat hand (not along my leg up and down but on my crotch so I jumped and spread my legs apart as I thought she was just not well trained or did not understand what to do and to make it so she could avoid that) multiple times and after patting my buttocks and then my front she patted my buttocks down again, too thoroughly, when there were no pockets and nothing there. Again, instead of having PreCheck on my ticket helping, I think it made the staff aggressive toward me.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 6/22/2014 1:01:30 PM Airport : EWR - Newark International Date/Time of Travel : 06/20/2014 10:30 AM Airline & Flight Number : UA4335 Checkpoint/Area of Airport : Gates A20-A28 TSA Employee: (If Known) : Officer (b)(6) Comment : After removing my shoes and jacket, and toiletries from my carryon, I alerted the TSA agent that I was an opt-out thereby agreeing to undergo a pat-down screening.

6/22/2014 3:28:32 PM

I was asked to walk through the scanning machine to the female agent who would perform my screening. This deviates from all other known airport procedures where I have been let in via a side gate.
Officer Theras performed the screening.
1) She did not take me to a standard pat-down screening area and did not collect my luggage. (This deviates from every other opt-out screening I have undergone. [CMH, EWR in terminal C, LAS, ORD, IAH]
2) She did not complete the usual briefing about what I would have occur.
•I was asked no questions about any devices or sensitive areas that she needs to be made aware of.
•I was asked no question about if I had undergone this procedure before.
•I was not offered a private area to undergo the procedure. (these elements have been a part of every screening I have undergone)
•She did mention that I would undergo a check and when going to sensitive areas she would use the back of her hand.
•She pat down was conducted in the immediate walk area for those exiting the ATI screening machine. (this is the same area that I would have stopped awaiting clearance after completing the ATI procedure)
3)She started the pat down with my hair.
•When moving to my arms she asked me why I did not want to go through the machine. (I have never been asked this question by any other TSA agent and in hindsight I wonder if it is relevant or appropriate to ask this question.)
• I responded that I was pregnant.
•She then indicated that other pregnant women go through the machines.
•I stated that other pregnant women could do what they want. I also stated that I was not familiar with the calibration practices for the machines being used.
•She indicated that it was safe.
•I responded that I did not care what the heck other people did.
•She stated halted the screening and told me that she was just making conversation and that I was being rude.
•I told her that I was not being rude and asked her if we can just get this screening done.
•She told me that I was being rude and that I had cussed at her.
•I told her that I had not cussed at her.
•She indicated that I had and I had used the H word. (In my opinion "heck" is not a cuss word. I did not state this to her as it would have meant using the word again)
•I then asked if I could see a supervisor or have another person conduct the pat down.
•She said "No" and physically adjusted my stance to face forward. [At this stage, my opinion is that I this could be identified as potential battery, as my request for another person, is an indication that I no longer allowed her to touch me.]
•Officer Theras continued her pat-down of my frontal area.
•I told her that it may be a language barrier that I did not cuss her. [I speak with a English accept]
•She took the swabbing cloth, which I am used to being used on the gloves of the agent after performing the pat-down. She did not, but proceeded swab my hands and then handed it to another officer (who was not wearing gloves) and she placed it in the reader.

6/23/2014 12:30:03 PM

Dear TSA supervisor,

Let me begin by saying that I have great respect for what the TSA is doing and feel more safe because of it when I travel. Since 2003, I have been subjected to pat down/additional screening due to frequent travel and the fact that I now have 2 hip replacements. I have had a lot of screening with the TSA before a flight.

However, I want to apprise you of a situation that took place Sunday, June 22, 2014 before flight 3914 from Chicago/Midway to Baltimore at 7:25 p.m. on Southwest .

Going through the detector was not new for me. It beeped due to the hip replacements. The first TSA representative was very nasty. He told me to wait, called out for female assist, once and never followed up. (bald ,causasian man, 40 something). When I asked him a question, he answered with a sarcastic remark and kept me waiting for 15 minutes before I asked again for a female assist.

The woman who finally came over to me was (b)(6) She took my license and boarding pass from my hand, placed it on a counter and began her procedure.

I put my shoes on when she finished and walked to my gate, realizing that she did not give back my license or boarding pass. My husband went back to her and she told him she did not know where my license and boarding pass were, saying that it was my responsibility to take them back. She offered no help, was rude, insensitive and uncooperative. She had a terrible attitude and was unwilling to help with the problem.

My husband walked back again and said I must have them because they were not where they were put. I did not have them. He walked back to TSA and was told by someone that he could go to a station where (b)(6) , the overall supervisor was . My license and boarding pass ended up there .

The TSA representative was (b)(6) (b)(6) now stands out in my mind as the most rude and uncooperative TSA employee I have ever come in contact with since 2003 when I started with additional screenings. She demonstrated terrible customer service and had a demeanor that was certainly not what a TSA representative should exhibit. She was uncaring and unprofessional, taking no responsibility.

We wanted to bring this to your attention so that you know the kind of people who are representing your organization. TSA representatives like (b)(6) should not be in this capacity with her lack of compassion, her rude , impatient and insensitive nature and her obvious lack of attention to detail. (b)(6) was, however, very helpful and understanding and should be commended for his handling of this situation.

Sincerely,

(b)(6)

6/23/2014 1:55:59 PM

The caller wants to file a complaint about a flight from DAL to MDW. The caller had a cooler of ice packs and 2 oz for breast milk. The caller states that his wife was in tears. The caller declared breast milk and ice pack to the officers at DAL. The officers patted down his wife and patted underneath her bra and her bottom area. The caller states that the officers then emptied his wife s luggage and pulled out her clothes and underwear one by one and even took out her hair dryer and scanned it. The caller states that the officers pulled out everything his wife had. The caller does not understand why his wife s luggage and his wife had to be searched when he was the one with the cooler. The caller states he had the guidelines and followed the directions and a supervisor named (b)(6) came over and told the caller that they had internal guidelines that they had to follow as well that they could not tell him about nor did he need to know about their guidelines. The caller states the officers held his wife s underwear up in front of all the passengers that were in line. The caller states that after the embarrassing incident they sent the cooler through the x-ray machine after they had opened up the cooler and took everything out of it. The caller states the supervisor (b)(6) and the other ladies patting down his wife were very rude. The caller went through screening around 10:00am on June 20th. They were in the middle checkpoint close to where you hand the officer your ID. The caller states his wife felt violated. The caller understands the patdown but states this is beyond a patdown. The officers screening wife one was a hispanic with longer dark hair approximately in her 40 s and around 5ft 4in heavy built. The other officer was hispanic with shorter around 5ft 4inches as well with dark hair and glasses. The caller wants to take this to the top. The caller wants to be contacted ASAP in regard to the issue. The caller thinks the officers retaliated because he had the guidelines in his hand.

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

6/24/2014 8:22:18 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 6/23/2014 10:55:26 PM Airport : EWR - Newark International Date/Time of Travel : 06/11/2014 9:00 AM Airline & Flight Number : United Express (several) Checkpoint/Area of Airport : TSA pat down TSA Employee: (If Known) :
Comment : I am 75 years old and had a pacemaker installed 2 weeks prior to leaving LAX. Due to weather cancellations we had to leave Newark airport and go through TSA again in Newark. The TSA check (pat down) at LAX was OK. The Newark pat down was ridiculous. A captured Al Queada soldier would have been treated with less suspicion and a shorter pat down than the one I endured. I have had either a secrete or top secrete security clearance for close to 45 years. No person who cannot go through a screening machine because of a pacemaker needs to be treated like a common criminal. I was told not to use my left arm for 30 days post surgery, so putting on my belt and putting on my shoes was more than a bit difficult. If I get a pat down what's the reason for taking off the belt and having your pants fall down. What's the reason for reaching down into waistband into your undershorts? What's the reason for feeling between the toes? Why do you need to bump into the genitals when patting down the inside of the leg? Why is a 75 year old man profiled for such a ridiculous search?
I was so frustrated, upset and in pain that I did not have the presence of mind to get the idiotic TSA agent's name. All I can say is - if this is security - we are all in deep trouble.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew 6-21-14 from St. Petersburg, FL and as she came through security as she picked up her belongings from the conveyor a middle aged female TSO with brown hair without warning came up behind her and grabbed her hair. She said that she commented to the TSO that she had breast cancer and her hair came back nice (Caller was trying to obtain a reason she touched her hair) and all the TSO said was, yes your hair is nice. She said her hair is not extremely thick and she is not having someone make excuses for what happened. Caller never received explanation as to why her hair was patted down. She is very angry that the TSO did not explain why she touched her and did not warn her and she wants someone to look at the video.

6/24/2014 10:04:12 AM

RESPONSE:

Told her I am sorry she was upset. Sometimes the TSO may need to patdown the hair. There could be many reasons and for example someone with thick hair might have caused a shadow on the equipment so the TSO would check the hair but she should have taken time to tell you.

Told I will send her complaint to the CSM for review.

CSM Referral Information:

Airport: PIE

Airline: Allegiant

Flight #: 814

Date: 6-21-14

Departure time: 2:55 PM (She was at the checkpoint between 1 and 1:30 PM.)

Specific location - Terminal or Gate: Gate 4 (she thinks but not sure)

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

Email (b)(6)

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address:
Zipcode:

6/24/2014 10:17:23 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an Ileostomy and she has a problem going through screening and wears an external device and a metal ring and the wtmd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers 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 occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

6/24/2014 2:54:41 PM

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail. I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown..

The caller stated that he had a bad experience in the past at Lehigh and he was strip searched. Therefore, he called last week and the lady was very nice, explaining what he can expect for screening. She notified EWR and PBI of his arrival and his condition. However, when he got to EWR, he went through baggage check and went through TSA. He explained his situation to the TSOs and he did not understand what he was saying exactly. He explained that he requested a PSS and a supervisor for screening, and they made him wait for a while. Finally, they just made him go through the checkpoint and into the machine. He stated that when he got out of the machine something alarmed, and they patted down his vest. He explained that they then took him to a holding area, and he again requested a supervisor or management, however he was ignored. He explained that they then conducted a full patdown and he showed them his vest. He stated that he was tested for ETD and it alarmed the first time, however not the second time. He explained that he did not request a private screening, and he did not want to be taken in the holding room. He stated that they did not care that he had an email from TSA regarding the procedure or that he had the card for the vest. He stated that he knows that they were notified because he was emailed regarding the matter. He stated that he did not want to be taken in the different room. He stated that he asked for assistance and they did not get anyone. He stated that he did not request a private screening at all. He stated that they also had Precheck on the flight as well. He stated that he is very disappointed because he was taken to the private room when he did not ask for it to be done.

I advised the caller that we can forward the complaint to the CSM at EWR so that they can be aware of his situation. I apologized to the caller for the incident, and explained that he can always request a PSS during screening at the checkpoint for assistance. He can always request assistance from us if he calls 72 hours prior to the flight.

6/24/2014 2:56:43 PM The callers flight details are as follow:

Departing Airport: EWR
Destination: PBI
Airline: United Airlines
Flight Number and Time: UA1740 @ 1:30 pm
Terminal and Gate: 83
Date and Time: 06-20-2014 @ 11:30

He stated that PBI did exactly what was explained to him and he was met by a young lady at the checkpoint named (b)(6) (b)(6) told him that EWR had several complaints regarding such matters and they do not follow procedures. He flew on flight number 1673 @ 9:38 am from PBI to EWR on United Airlines. He stated that they did everything as they were suppose to for his screening.

I explained that I will forward the compliment to the CSM at PBI so that they can be aware of his pleasant experience.

Departure City: MCO
Destination City: ORH
Flight Date: 6/12/2014
Flight Number: 1888
Urgent: N
Crewmember:
LevelOne: Airports
LevelTwo: Crewmember Specific
LevelThree:
Comments: So my girlfriend calls me right before boarding her plane telling me
one of the security
guards at the metal detectors, A male security guard that is, Pat her down while
there was a girl
6/24/2014 4:08:56 PM security guard right there... This is my pregnant Girlfriend we are talking
about with anxiety
issues already as it is, so can you tell me why some scumbag security guard is
putting his hands on
her?! I know for a fact that's sexual harassment, and that not even male cops
can pat down a female.
She was not able to catch his name but i'm sure its not hard for you guys to
figure out. Then theres
no number at the airport itself for me to call? that is absolutely ridiculous..
I would really like
something done about this, without me having to personally fly down there myself
an beat this dudes
ass in front of the whole airport. I will wait for reply back before placing any
negative statements
about you guys all over the internet, thank you!

An they absolutely agree that it was wrong, just that you were in charge of the guards and needed to contact you, So one of your scumbag guards got off to petting down my pregnant girlfriend.

His 93 year old father flew out of EWR today. He had to go through a patdown and they took his palm print. He was wanting to know why this happened. He believes a 93 year old man should be the least threat.

6/24/2014 7:17:07 PM

Response:
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.
As to why they did a palm print on him we do not know because that is not standard screening process for us.
Generally with passenger that age they have a lighter modified screening that allows him to keep his shows on and light outter wear.
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.

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.

6/24/2014 7:29:35 PM

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

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.

Name: (b)(6)
Phone:

Date and Time: 06-10th @ 7:30 am
Airline: Delta
Good evening,

6/24/2014 8:13:37 PM

This morning, I flew from Minneapolis back to Philadelphia, from where I had come last Friday. I was detained for a pat down because my body scan triggered a warning. It was my FitBit Zip, which I had clipped to my bra. I had not given my FitBit a second thought, because I had absolutely no problems getting through security at the Philadelphia airport the previous Friday, at which time it was also clipped to my bra. I saw what the scan looked liked - a big yellow square showing where I had something on my body - so there is no way it was not noticed in Philadelphia. This is very disturbing to me and is not the first time I have noticed security lapses in Philadelphia. I certainly don't enjoy going through the body scan and all of the other heightened security measures, but if they are going to be in place then people should at least be paying attention. Please feel free to contact me if you need further information.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/25/2014 7:14:30 AM

6/25/2014 8:29:57 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight# DL4548
airline: Delta
airport: ATW
Comments:My girlfriend, a Korean national, was subjected to screening which was completely unnecessary. One of the officers looking at her passport thought it was suspicious that my girlfriend whited-out her signature on a section of her passport to re-sign it, which on her passport, has nothing to do with the validity of it. We had passed through many other security checkpoints in many different airports, and no one brought this up as a problem, nor does it say anywhere in the passport that using white out on this section was prohibited.
My girlfriend was extremely upset for a long period after the screening and we feel this screening was demeaning and unjustifiable. We would like an apology.

Feedback Type : Security Issue
Categories : Miscellaneous/Other
Current Date/Time : 6/25/2014 12:08:10 AM Airport : SAT - San Antonio International Date/Time of Travel : 06/24/2014 6:45 AM Airline & Flight Number :
Checkpoint/Area of Airport :

6/25/2014 8:31:52 AM

TSA Employee: (If Known) :
Comment : I escorted my elderly parents to the gate. I put my purse on the belt, went through security, said my good-byes and left. Just now, more than 12 hours later, I realized that I had pepper spray in my purse the whole time and no one stopped me. Just saying, my 85 yr old mom got pat down and they put a wand over her hands and my pepper spray went through.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller will be flying from Birmingham, AL. He said that his wife made the reservations and he does not have the flight information. Caller stated that on a previous flight out of Birmingham he was body searched and questioned like he was a terrorist. He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He aid that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his $10,000.00 piece of equipment if it is scanned.

I gave the following information: It is recommended that passengers who are blind or visually impaired notify a Transportation Security Officer (TSO) of the kind of assistance needed to complete the screening process. TSA has created notification cards that travelers may use to inform a TSO 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. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

6/25/2014 8:39:48 AM

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

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

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

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.
I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.

How is it that an email like this goes unanswered?

On May 28, I the only response I received was an email from the TSA Contact Center that stated: "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.".

Is that it? All I get? A big agency with a lot of important people in it, and I don't even get the courtesy of a reply. (b)(6) .. where are you? Still employed? We took you at your word and trusted your integrity. What's preventing you from responding. You gave me your card. You told us to contact you if we needed anything. Apparently that was an empty offer, a way to shut us up and get us out of your way. Didn't work. I'm still here.

Please have some respect and rise above the unprofessional and immature behavior of your representative (b)(6) and reply. Be accountable.

Thanks,

6/25/2014 10:12:00 AM (b)(6)

(b)(6)

From (b)(6)
Date: Tuesday, May 27, 2014 at 7:46 PM
To: <HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov>
Cc: (b)(6)
Subject: Incident with TSA at Newark International Airport, Southwest Airlines, A Gates on 5/26

Disability Description: Caller has an insulin pump and continuous glucose monitor.

Information Request: Caller has had problems in the past when she removes the pump for a physical inspection.

Response Details: Advised caller to contact us 72 hours prior to travel and we would escalate a request for assisitance to ODPO.Emailed the information.Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

6/25/2014 11:32:21 AM Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger s insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger s hands.Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller has an implanted cardiac defibrillator pacemaker. She had TSA precheck on her boarding pass when she flew out of DCA yesterday. She is complaining because there is no consistency from airport to airport for someone in her condition. At DCA she went to the precheck line and she let them know ahead of time about the pacemaker. She was instructed to go to other side by an officer and remain at that spot until they called someone. She waited for 15 minutes before the officer called someone and then waited for a female agent to show up so she waited a total of approximately 30 minutes. When the female agent came she just escorted her to the AIT and had her go through it. I asked the caller if they called the female agent due to the possibility of a patdown and the caller states that when the other agent was called there was no mention of the need for a female due to a patdown. All this time she was separated from her personal belongings for a long period of time. She states that the precheck lane at DCA only had a WTMD but when she came through TPA it had an AIT. She is concerned that she lost sight of her belongings while waiting for such a long period of time. She also wants to know if there is a better way to handle situations like this and if signing up for precheck would be of any benefit to her. Ultimately her baggage went through screening twice because it went through initially when she was waiting for someone and lost site of it and then again when she went through the AIT.

6/25/2014 12:08:48 PM

AIRPORT: DCA
DATE OF TRAVEL: 06-24-14
DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown screening. I advised the caller that due to her heart condition there may be some airports that have an AIT at the precheck lane but some may not so precheck would only be beneficial to her at those that have the AIT.

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.

6/25/2014 12:16:07 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/25/2014 10:24:45 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/24/2014 6:30 PM Airline & Flight Number : Alaska Flight 459 Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)
Comment : My daugter who is a minor (15) was randomly chosen for additional screening. had to undergo a patdown in front of everyone, had her bags gone through and then was brought to a seperate room for an additional patdown as some chemical was found on her shoes. they tried to keep her dad away from joining her but he insisted on being there. She began crying as she felt totally violated and embarassed. She said the staff was rude and unkind to her. She now insists she is afraid to travel anywhere not due to the flying but becasue of the TSA staff. I understand the need for "procedures" but talking to a crying teenaged girl in a kind way would not have impacted any procedure or safety. I am disgusted at the lack of any sort of customer service or an ounce of human kindness.
Would you like a response? : True
Passenger's Name : (b)(6) (passenger) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from Fresno on May 5, 2014. She said that she was held up in security for over 1 2 hour. She stated that they dumped her carry-on on a table and she was taken to a room and given a patdown. She stated that she had to wait for 15 minutes before anyone did anything. She also stated that they asked if her if was wearing lotion. She missed her flight. She had to wait for 2 days in Fresno to get a flight to the east coast. She stated that she watched her checked bag being put on the plane. They would not let her on the plane or take her luggage off. Her bag arrived two days ahead of her. She had to get someone to pick up the bag. She said that they never announced that her plane was ready to take off. She is 72 years old. She said that passenger over 75 do not have to take their shoes or jackets off. She stated that anyone could have picked up her luggage. She wanted to know why TSA held her up so long that she missed her flight. She stated that she thinks security is crazy and it is crazy to allow bags to fly without the passenger. She stated that she had lotion in her checked luggage. She said that there were two people present during the patdown. She wanted to know what the CSM will do if she contacts them. She wanted to know where all the government security is. She said that TSA and the airlines should get together about security. She stated that we could care less about who the luggage belongs to. She asked for the airport code for Fresno Air Terminal.

6/25/2014 1:46:12 PM

I gave the following information: Airlines are responsible for identifying passengers, controlling passengers to checkpoints, controlling gate access, and controlling baggage before and after screening, including loading baggage onto their aircraft. Prior to returning baggage to the airline for loading, TSA screens all baggage with explosives detection equipment or a physical search to ensure that prohibited items are not placed onboard aircraft.

Various factors may affect an airline operator's ability to load a passenger's bags on their flight, such as bags that arrive too late for loading or storage considerations. All screened baggage is required to be securely staged by the aircraft operator until it is loaded onto the aircraft, where it is secured in the cargo hold of the aircraft.

I told her that if she set off an alarm the alarm must be cleared before she can go through the checkpoint. I also told her that she is allowed to take lotion in checked luggage. I told her that her bag was screened to make sure that it was safe and there were no prohibited items. I also told her that she may have to wait for a TSO of the same gender to become available and that there will be another TSO of the same gender as the passenger present for the patdown. I advised her that announcing her flight is not in TSA jurisdiction.
I told her that if she would like to speak with the CSM at Fresno she can choose option 5 on the IVR and enter the airport code of FAT

Caller was in Spokane Washington Airport to fly to Boise and was in a wheelchair provided by the airline. They made him go through the equipment (not sure if AIT or metal detector) and the alarm went off. He alleged that told the Officers he was able to get out of the chair and walk but the TSO said this will be faster and they had him go through in the chair and that resulted in a Patdown.
He is able to walk and usually gets out of the wheelchair for the screening at other locations.
The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown.
Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

Advised I will send a copy of his complaint to the CSM at Spokane.

CSM Referral Information:

6/25/2014 2:14:00 PM

Airport: GEG

Airline: Southwest

Flight #: 4008

Date: 6-20-14

Departure time: 4:15 PM (He was at the checkpoint at 3:00 PM)
Specific location - Terminal or Gate: A B Lane 1

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

Email (b)(6)

6/25/2014 2:14:08 PM

Dear TSA:

On June 20, 2014, I flew out of Colorado Springs Airport with my son who has a broken foot and was wearing a half leg cast. We flew on the 6:30 AM Delta flight bound for Atlanta. A swab was done by a TSA agent on my son's cast which came back "positive" for I'm not sure what. He was then detained, subjected to a full body pat down, asked all kinds of questions, had a metal detector wand run over his cast and we then had to wait for quite a while (at least 20-25 minutes) while the TSA agents called for guidance on what to do. A Delta employee came to retrieve us as we were holding up the flight. We were finally cleared to go. The TSA agents told me this happens all the time with casts and not to be concerned. Flying back yesterday from Chicago Ohare Airport, my son did not encounter these issues at TSA. His cast was swabbed and came back "negative". I told the agent there about our experience at Colorado Springs (COS) and he advised me to tell the COS TSA that their problem with casts may be occurring because agents at COS may not be putting on clean gloves prior to swabbing casts therefore contaminating the swab with their gloves. I talked to the COS TSA about this and they advised me to send you an email on this matter which I am hereby doing. Please do follow up on this as unnecessarily detaining people with casts for 20-60 minutes is a huge inconvenience and can result in them missing their flight. I'm all for assuring safety on flights and thank-you for your job in doing this but if a protocol is not being followed by agents because perhaps they have not been informed of it, it should be corrected so as not to unnecessarily detain innocent passengers. Thank-you for your consideration of this matter.

Sincerely,

(b)(6)

6/25/2014 4:16:53 PM

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/25/2014 3:31:46 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/25/2014 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am from Edmonton, Alberta in Canada.
I am in Houston for training and was going through secruity I showed my Alberta Driver Licence because i had forgot my Passport and was told that it wasn't acceptable piece of ID that i needed a different piece of ID. They made me show them my health insurance card and my credit card. they then let me proceed to the other side where i was told i needed a complete pat down and they needed to go through my stuff cause i didn't have any ID.i just looked up on your web site and it say that my provincial Drivers Licence was acceptable and it was updated 5 days ago.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/25/2014 4:17:06 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/25/2014 2:57:03 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 06/23/2014 Airline & Flight Number : Spouthwest 4161 Checkpoint/Area of Airport : TSA entry TSA Employee: (If Known) : N/A Comment : My daughter had a valid high school photo ID; snd was able to produce a debit card varifying her name. This was unacceptable to the TSA entry agent as she had currently graduated. The document was verified; additional information was cooperatively given upon agents request. Following this interrogation and paperwork, she was still subjected to a "pat down and packages in her pocession pestered and ruined with regard to packaging. My daughter was late to the gate...although crew was notified and plane delayed waiting for her boarding.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller was traveling from Ottawa, Canada, and is a Canadian Citizen. She was picked in ORD for a patdown and baggage inspection. When she got off in Asheville, her brand new suitcase had all locks broken, zipper, and had black marks all over it as well as the handle. Her suitcase is a mess and she is very upset.She had everything ironed and is at a conference, so she is upset. She stated that she had items that are broken. The tabs are all pulled off. She had locks on her bag but she doesn t lock them because she can t remember the numbers. The locks are all broken. She went from Ottawa, to ORD, to Asheville. She had a TSA NOI inside of her bag.

In regards to the her incident coming into the US, she stated that the one who patted her down was eventually nice, but she was upset that they didnt explain things to her. She was given a patdown. She is a cancer survivor and has had a masectomy. She stated that the officer was not friendly and very abrupt. She didn t mind the inspection, but didn t like her attitude. She did confirm that this happened when coming through customs.

6/25/2014 4:47:41 PM

Response:
I obtained the following details:
Airport: ORD
Airline: United Airlines
Flight Number: UA5411
Date: June 25th, 2014
Time: 8:42 a.m. but didnt leave until later, about half an hour later.
Baggage Tag Number: (b)(6)
Description of Baggage: Hard Cased Hounds Tooth Pattern, London Fog Bag, Brown patterned and white in color
NOI: YES nothing additionally indicated
Gate: F or D 6 (she believes)
contact information: (b)(6)

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 unsatisfied with the manner in which your bags were handled.

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.

I am sending a claims form to the caller, via email. I directed her to complete and return.

I provided the phone number for US CBP: 877-227-5511 to complaint about how she was treated.

6/25/2014 6:10:38 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/25/2014 4:30:49 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/25/2014 12:30 PM Airline & Flight Number : SWA 3413 Checkpoint/Area of Airport : Gates to B course TSA Employee: (If Known) :
Comment : Just had a disturbing experience while navigating through the TSA checkpoint at Ft Lauderdale International Airport. After going through the magnetometer, I was informed by the TSA agent that the black maxi skirt I was wearing required a physical pat down. REALLY! But the guy in front of me with the shopping bag full of Gatorade bottles and open snacks zipped right through. I had to wait for a female agent while onlookers gawked. Once a female agent finally arrived. She curtly asked if I wanted the pat down in another location. NO! I AM NOT GOING TO SOME UNDISCLOSED LOCATION BECAUSE OF MY WARDROBE CHOICE! Once everyone in line got to see me getting my legs (back and front) rubbed down. The agent finished and walked away without a word to me. I didn't know if I was cleared to proceed or not. On my own volition, I retrieved my belonging my scattered belongings at the end of the conveyor belt. Thanks for the eye opening experience. I'll never wear a long skirt through security unless I want to be on stage for your humiliation TSA show.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller feels like she is discriminated and violated at a TSA checkpoint. They came through IAH and went through TSA. It was only them in line, and she had a cup of ice that had melted, she didnt know it was in her bagpack in the side pouch. She told them that they could just dump it out. She told her that she can t do that, and looked at another employee, and told her that she could not make any special circumstances for --them--. She was then made start all over again in the screening process. She then told her to throw the thing away and that she would get another 5 dollar cup at Walmart if its that big of a deal. She stated they wanted to search all of her bags for no reason. They then checked all of her mother in laws items. She stated that the bottom of the bag then fell out and busts one of her souvenir cups. They made her husband then go through the AIT and her other son do the same. They then told him that he needs to step to the side, and that he had something in his butt crack. They did a patdown on her husband s butt crack. She then stated that they did ETD on her son s hands. They offered the private screening. They then told her son that he had an anomaly in his butt crack as well.
She believes that this is happening because they are white, and all employees are African American. She stated that they all had attitudes. A female employee snatched her boarding pass out of her hands and told her she had plenty of time even though she had to go to the other side of the airport. This happened on Monday June 23rd, scheduled to depart at 9:30 a.m., Houston time. They came through TSA around 9:05 a.m.

Response:

6/25/2014 8:06:52 PM This happened on M

Call transferred to E Vaisey.

She asked what happens in a case like this.

Advised caller:

I will forward information to you. In order for this complaint to be complete it will need to be in writing. I will also forward the information collected from the previous agent to the TSA multicultural branch.

The complaint will be investigated. I do not have step by step information about how this is handled as it is another branch.

I recently filled out the Delta Air Lines Customer Care Form and they suggested I contact you with my concerns

Title: (b)(6)
First Name: (b)(6)
Middle Name: (b)(6)
Last Name: (b)(6)
Suffix:
Reply-To Email Address: HYPERLINK (b)(6)
Airline Program: DL
Frequent Flyer Number: (b)(6)
Address: (b)(6)
Address Line 2: apt 25n
City: new york
State/Province: Ne
6/25/2014 10:06:00 PM Postal Code/Zip: 10016
Country: US
Telephone Country Code: 1
Phone Number: HYPERLINK "te (b)(6)
Flight Date: 06/17/2014
Flight Number: DL2562
Origin City: FLL
Destination City: LGA
Confirmation Number: (b)(6)
Ticket Number: (b)(6)
Class of Travel: economy

Delta suggested this was a TSA issue and I wanted to let you know how about i was about an inappropriate circumstance that delta customer relations have agreed was inappropriate.

Message: I have always chosen to fly delta and was always impressed how helpful they have been with helping me get a hospital flight to see my sick father every month---until this terrible experience i am so upset with delta-i was traveling with my babysitter and 2 year old and got stopped at security for the liqid in my bay bag- they checked all the bottles and then proceeded to tell me i have to do a pat down because i had a juice box in the baby bag- the woman who told me this was very rude adn intentionally slow- she knew my flight was boarding shortly and took her time to get some on to do a pat down- when someone finally came- they didnt alert me that i could have eith thrown out the juice box or open in in order to make my flight! and

6/25/2014 10:08:46 PM

To who it concerns,
I was traveling from the Santa Fe airport to Denver 6 24 2014. I went through security at approx 1250 pm. I have a sacral stimulator in my back and unable to go through the security detectors without receiving a shock. The first TSA staff told me to place my belongings In the bin go through the double doors that take you into a hallway which other passengers where entering from the incoming flight. In the hallway guards where there telling me I couldn t be there I explained I was told to go there. Then another TSA member came out and told me to come back in and stand on this pad draped off by a rope directly on the other side which the passengers boarding where walking through and put my arms up in the air till a female could pat me down. They had me set my license and medical card on the table. When my items had passed through the scanner my sister try to hand me my flip flops. Officer (b)(6) knocked them away and yelled at her don t touch her. It felt like everyone was staring at me. Then when the female officer came to pat me down I tried to show her my card again and again she patted my hand away yelling don t touch that keep your arms up! Again I felt like every passenger was staring as they waited to load. All I could do was watch as the TSA officer (b)(6) was going through my bag that had past through security saying my liquid bag was too full and saying my tube of medicine couldn t go through. When I was done with my pat down the female TSA female let me on the other side of the rope I told TSA (b)(6) that it was a tube of medicine. He told me it wasn t allowed and I explained again it was medicine. I told him I needed it and he said it s too big you could have minimized it. My medicine was in a blue clear tube and is metered dosed pump. It is light sensitive I could not reduce it into another container. He continued through my belongings without gloves on. He started pulling my stuff out of my clear bag saying he was throwing them out. I told him to let me decide what to take out. He put a bowl and said I could only have what fit into the bowl including my medicine. He grabbed my perfume and I argued he wasn t throwing it out. It was a $125 bottle. He said then you can check it. Again everyone was staring. He even took my toothbrush then my sister said hey it s a toothbrush she can have that. He even took away my face wipes which were not liquid. Another friend traveling with me said she had hardly anything and she would take some of my things on her bag. He told her no they are her things she can t have them. After giving up some of my things I eventually was allowed to pass. My sister and another of my friends traveling both had bigger and more things in there liquid bags. I felt like I was being targeted as soon as I said I couldn t go through the scanner because of my stimulator. The TSA staff were yelling at me telling my friends don t touch her don t touch my things standing on the other side of a rope with my hands up. I was totally humiliated. No privacy or discretion was used. This is my first time traveling since my surgery and I was nervous already. The TSA (b)(6) even tried to touch my catheter. I have to put that inside me to go the bathroom, he wasn t wearing gloves. I don t know if they were nervous because they were not familiar with my device or what but I felt like I was just busted with something and they were taking me down. Every passenger on that flight waiting to board watched as I was patted down interrogated as they went through my belongings. They only opened one other persons belongings and it was brief to take out shaving cream. My whole bag was searched. It s bad enough to have to go through a pay down but I felt like I was discriminated because I had the stimulator which then prompted them to search my belongings.
Thank you for looking into this,
(b)(6)

(b)(6)
Sent from my iPad

6/26/2014 12:13:34 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/26/2014 10:55:03 AM Airport : DEN - Denver International Date/Time of Travel : 06/21/2014 3:45 PM Airline & Flight Number : F9 0720 Checkpoint/Area of Airport : Gate A TSA Employee: (If Known) :
Comment : I had an extremely unpleasant experience with TSA's new security screening guidelines, implemented 21 June, at DIA. I had a bottle of contact solution in my bag that was larger than travel size, but did not have time to remove it before entering the security line. I was told by TSA staff that there were new guidelines being implemented that day, and that although they were still "working out the kinks", I would have to pass additional screening. At this point, I was treated as nothing less than a criminal. Despite the official's efforts to make me feel more comfortable, all of my items were removed in full view of the rest of the security line, and although I asked to be "pat down" in private, I was told I would miss my flight if I did so. The "pat down" itself was extremely uncomfortable and invasive, all the more so because it was in full view of the rest of the passengers. The very least this new screening should require is a screen to protect passenger's privacy. We are customers and choose to fly, and I felt that this treatment was a gross violation of my privacy, and treated me (and the passengers next to me undergoing the same process, and them with an infant and stroller) as a guilty party at least, and a criminal at worst. It was invasive, unpleasant, and a violation of privacy. I understand the need to check passenger's belongings that might be suspect, but TSA must find a less invasive and aggressive way to do so.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

-----Original Message-----
From: (b)(6)
Sent: Thursday, June 26, 2014 2:02 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Employee (b)(6) (Coastal Carolina Regional Airport)

The attached document is being sent to you on behalf of (b)(6) Any questions regarding this document should be sent to (b)(6) at (b)(6)

Thank you,
(b)(6)

6/26/2014 4:13:54 PM

(b)(6)
(b)(6) New Bern, NC 28563-0867
(b)(6) F: 252.672.5477
(b)(6)

IRS CIRCULAR 230 DISCLOSURE: To ensure compliance with requirements imposed by the IRS, we inform you that any tax advice contained in this communication (including any attachments) was 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.

If you have received this confidential message in error, please destroy it and any attachments without reading, printing, copying or forwarding it. Please let us know of the error immediately so that we can prevent it from happening again. You may reply directly to the sender of this message. Neither the name of (b)(6) or its representative, nor transmission of this email from (b)(6) shall be considered an electronic signature unless specifically stated otherwise in this email by a licensed attorney employed by (b)(6) Thank you.

Attachment:
June 26, 2014

(b)(6)

Disability Description: Caller s wife has Diabetes
Wifes name - (b)(6)

Response Details: Advised caller : For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Please note that TSA accepts e-mails as being signed.

6/26/2014 5:33:09 PM Emailed the RFI to the caller

Advised caller this would be sent to a CSM at DTW

Airport	DTW
Airline	Delta
Flight #	57
Date - Time	June 26th 4:30pm
Location of Incident	TSA checkpoint after the Customs checkpoint Red 5 checkpoint
Contact Info	(b)(6)
Agents Name	(b)(6)

Incident Details: Caller wants to report an abusive TSO. They went through customs without a problem and when they went through the TSA checkpoint, caller said his wife was having a diabetic reaction and they requested to go ahead and get their patdown out of the way and the TSO told them they had an attitude so they would have to wait. Caller is livid and he thinks that there should be separate lanes for people with disabilities and our agents need to be educated better on.
Wife has a insulin pump with a transmitter and caller says that none of it can go through any type of technology and must be given a patdown.
Wifes name is (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/26/2014 5:44:10 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/19/2014 11:30 AM Airline & Flight Number : UA 1121 Checkpoint/Area of Airport : C concourse TSA Employee: (If Known) : Unknown
Comment : I was traveling with my wife and 7 year old twins to Milwaukee on a family trip. My wife was selected for what was described to us as an elevated level of additional screening. This included a complete search of her person and bag, a public pat down which included the breasts, groin and buttocks. When I use the word public I mean right there in front of all the other travelers and my children.

6/26/2014 6:05:28 PM I fully understand the threats we face and the responsibility your agency bears. However, this sort of random screening of mothers traveling with their small children does absolutely nothing to benefit aviation safety. If you really want to make Americans safer, study the El Al playbook. Random screenings do not work, unless your goal is political theater.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew last friday to CLT from Charleston County with his girlfriend and they both received precheck. Most of his flights he does receive precheck. Today, they were flying, he was sent to regular screening. Caller wants to know why. He also wants to complain because he had to remove his shoes and he didn t have socks on, and when he went through the AIT, he triggered an alarm and received a patdown. When he asked the officer what he was looking for, the officer wouldn t respond. Caller thinks this situation could have been handled better and wants to forward the complaint to the CSM.

Advised.

While some airports may allow individuals who are traveling with a TSA Pre\u2713™ eligible passenger to access the TSA Pre\u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u2713™-eligible passenger should not expect to be directed to the TSA Pre\u2713™ lane each time they fly.

6/26/2014 6:15:24 PM

1. Airport: Charleston
2. Airline: Southwest
3. Flight Number: 4741
4. Date and Time of Flight: June 26, 10:30 AM departure, coming through checkpoint around 9:15 AM
5. Description: purple golf shirt with collar, tan slacks
6. Location: B Gate
7. Email (b)(6)

I advised that I would share this information with the CSM at CHS.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP (b)(6)
Date Time: 6/26/2014 7:00:51 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Airline Flight #79
Seattle N gate
Monday June 23 ,2014

6/26/2014 7:57:26 PM

Comments:I am currently medically fragile. I am filing this complaint not only for redress and litigation purposes; but foremost to guarantee that no other medically fragile individual is subjected to or made to endure the unnecessary and sadistic treatment that I was subjected to.
On June 13,2014 I had "open heart" quintuple (5) bypass surgery. I spent 6 days in cardiac ICU and then 4 days in a hotel. I could not independently dress or shower. I had concerns about flying. I expected physiological problems not pain at TSA We called ahead and was assured there would be no problems. An Alaskan Air employee wheeled me to the "portal area" I expressed my concerns and was reassured that it was "piece of cake". I intended to walk through the inspection area and the Xray machine but an individual dropped their luggage on me. I was in severe pain. I needed a moment to regroup but was told that TSA regulations required that I had to move on to a "pat down search". (I'd like to see that regulation) I informed "the pat down " employee" of my incision points. I lifted my loose pant legs and shirt. The "pat down expert" gravitated to those areas. This was extremely painful and unnecessary. I was told visual inspection did not meet TSA guidelines (although it works in the xray machine) I kept repeating, "please stop You're hurting me" I then requested that I be allowed to go through the xray machine. I was told that TSA regulation state that once a "pat down" has been started, it cannot be reversed. (I'd like to see that regulation also) Just when I thought I was through being tormented. The dramatic and theatrical"chair search" began. I did not realized that I would be pulled forward on each side, so that he could sweep under my back, legs and buttocks. This was extremely painful. a thorough sweep under the chair and it parts proceeded. I pray that TSA surveillance camera was able to catch me writhing in pain, saying "please stop" and pointing to the Xray machine. If the camera panned they would see my wife in disbelief as was the Ak Air employee who had her hands covering her mouth. If you do not have the footage an individual that preceded me was filming the "event" If this goes viral TSA has some big time explaining to do. The individual that "pat" me down should not be allowed to touch people. I expected and deserved respect not domineering brutality. The job of TSA is to protect us in a civilized manner, not torment us. Looking forward to hearing from you

This email is a complaint against a female TSA agent whose name tag showed the name (b)(6) and works at the above referenced airport.

On the morning of Tuesday, June 10th, I arrived late, but still time to catch flight #4206 2460 to Los Angeles. The ticket agent noticed the time and instead of waiting for a wheelchair assistant she proceeded to push me to the security checkpoint area. I recently had surgery performed on my right foot, therefore, I was in a foot cast and a wheelchair. Since becoming Disabled from a stroke, with Right Side partial paralysis 7 years ago; I am aware of the screening policies, procedures and what to expect at the security checkpoint, and I always use the wheelchair services of Southwest Airlines, every time I fly (which is quite often). This trip I used my own wheelchair.

As I proceeded through the security checkpoint area my purse and tote bag were placed in bins and cleared thru the X-ray with no problem. I was wheeled to an area on the opposite side of the security area away from my bags, at which time the following issues (highlighted) came up:

I was then asked to stand, even after I had previously (before being pushed thru the security gate) explained that I could not put any pressure on my right foot nor raise my right arm and there was a screw in my foot. Agent (b)(6) nsisted that I stand for a full body search. Knowing I needed to catch the flight I reluctantly, with excruciating pain, stood. She performed her search, I sat so she could swab my palms and cast. After running the swabs thru the machine she announced that an alarm went off on the cast.

6/26/2014 7:58:03 PM

By this time (b)(6) the wheelchair assistant came by and told the ticket agent she d be right back to get me. The ticket agent returned to the ticket counter, my bags were bought over and the contents of the tote were literally dumped on the table by agent (b)(6) Several items were mis-placed or un-useable (i.e. medicine pills were dumped from organizer; sandwich was crushed, etc.). I asked her why she needed to checked my bags again since they were cleared by the X-ray machine? The alarm was on my cast not my bags. Her response was We need to recheck everything . She motioned for, I assuming, her supervisor. He came over, she explained what was going on. I asked the question again, expecting an answer from him...He never acknowledged me or addressed the agent. He walked away.

I noticed other wheelchair bound passengers who were being checked while seated, as I have been in the past. So I asked the agent why they were not being examined as I was. Her response, they re probably over 75 years old and not subject to the same procedures as I. I really wish I had access to my phone so that I could have taken a picture of this 75 year old woman and all the other wheelchair bound passengers. My first and only thought was ... this agent is prejudice.

And of course by now, the flight I should have been on had left. The security checkpoint process took about 35 minutes.

(b)(6) was then instructed (by her supervisor from Southwest) to bring me back to the ticket counter requiring me to go thru security a second time ! Needless to say, having endured an un-necessary second pat down ...that took approximately 10 minutes, and there was no alarm set ...Coincidence ?

This trip was to follow-up with my doctor. The X-ray of my foot showed the screw that was inserted had shifted possibly because of putting weight on it to soon and may require a second surgery.

I am a 56 year old African-American female. Your statement: Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy Please advise how to file a complaint regarding "full pat down" I experienced today.

Denver International Airport-Concourse A

6/26/2014 10:02:10 PM

Officer- Stoncius
Supervisor-(b)(6) or (b)(6) or (b)(6) cannot read her writing.

Thank you

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/27/2014 12:25:44 AM Airport : ORF - Norfolk International Date/Time of Travel : 06/25/2014 11:27 AM Airline & Flight Number : United 3383 Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :

6/27/2014 8:42:52 AM

Comment : I opted out of the body scanner. I was then asked why I had opted out. A male TSA agent then began making jokes about my reasons for opting out. The jokes turned sexual. He joked that the pat downs resulted in "lots of bruises". He then told the female agent who was going to pat me down that "she likes it rough".
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags was searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

6/27/2014 9:27:15 AM

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.

(I am also sending this message to the office of Senator Lindsey Graham).

This morning (Friday, June 27) I went to Dallas Forth Worth airport to fly to Washington DC. I am recovering from multiple surgeries on my left knee and need to use crutches to walk.

The car rental return was very fast and efficient. The gentleman checking me in offered help with my luggage and getting me to the bus that returns passengers to the airport. When I arrived at the bus, the driver offered me help getting on/off the bus and took my luggage on/off the bus. When I checked in at American Airlines, the gentleman helping me offered assistance. Again, the waiting time was minimal and the process efficient. Everyone was friendly and could not have been nicer.

6/27/2014 10:08:42 AM

It all changed when I arrived at the security screening. First of all there were only two lines initially. Things slowed down significantly. Then a third line formed, but there were still only two TSA employees checking ID's and Boarding passes. As you can imagine, this did not speed up the processing speed. When I finally arrived at the location were I had to take off my shoes, empty my pockets, remove my laptops, etc. the three lines were merged into one. A lady standing there (not in TSA uniform, but clearly directing passengers) designated people either walking through the full-body scanner or the walk-through scanner. When I told her that I had a brace with metal and a knee with metal inside, she told me that I could choose which scanner to walk through. I chose the walk-through scanner. Before I could walk through it, she told me that my crutches had to be scanned. She did not offer any assistance and did not supply me with a wooden cane. It is o.k. for me to walk a few steps without the crutches, and therefore I did not complain. The TSA agent at the scanner told me that I could not walk through the scanner..... When I let him know that the lady directing the lines gave me an option, he got upset and told me that she should not have told me so. Obviously the scanner signaled that I had metal in/on my body. The TSA agent at the scanner asked me to wait right at the scanner. He called for male assist. No one came. After a little while he called again, and again no one came. He offered no assistance. He did not ask for anyone to get my crutches, he did not offer to get a chair. I saw that my crutches had gone through the bag scanner and asked for them. He told me that I could not leave, not touch anything that had gone through the scanner, and refused to help. When I got upset, a passenger retrieved the crutches for me so that I could stand up, without discomfort. Finally, another agent realized that there was no male assist coming. She relieved the grumpy TSA agent at the scanner so that he could do the manual body search. He took his time and conducted a search that was more intrusive than I have ever experienced. At the end of the process I complained to the supervisor who was very defensive and did not apologize. He told me that the lady directing the people in front of the scanner should not have let me choose which scanner to go through.

The whole process was disgraceful. I have many complaints. First of all, there should not be airport personnel (non-TSA) directing passengers in the TSA area. If a passenger with a disability (temporary or permanent) arrives, help should be offered at all points. Once I went through the walk-through scanner without my crutches, help should have arrived immediately. It is not acceptable for someone in my condition to stand there without crutches hoping that a TSA agent shows up. The TSA agent at the scanner was clearly upset with the lady who gave me a choice of scanners. That should not affect me. It seemed that he took out his frustration on me. After I walked through the scanner and was given a long pat down. Why not use a hand-held device to check my body? One week ago such a device was used when I went through 4 different airports. The supervisor did not react appropriately. His role was not to defend the process and let me know that the lady should not have given me an option.

Hello,

On a recent flight from Boston to St. Louis on Southwest Airlines flight # 3294 on June 21, 2014, TSA personnel totally failed to notice that I was due for secondary screening and let me into the "secure" part of the terminal, where I sat by my gate for about two hours, believing that I had been cleared by security. I was then denied permission to board because I hadn't been cleared by security, even though I was cleared through the security checkpoint. I was then hurried back to the security checkpoint and run through a frenzied secondary search while the plane waited on the tarmac.

It was extremely embarrassing, inconvenient, masterfully unprofessional, and in addition, TSA BROKE MY GLASSES as they were hurriedly poking and prodding through my bag.

This does not exemplify professional security. TSA made me the cause of a 20 minute flight delay, which I boarded sweating and frustrated after sprinting back to my gate from security.

6/27/2014 2:04:46 PM I'm not even going to touch on the thought that if I were one of the malicious persons you're SUPPOSED to be protecting me from? Who else is slipping through your master-planned web of inconveniences? It seems like TSA's methods of security are more for show than they are a precise and effective screening process. This seriously addles my confidence in the safety of flying.

And another thing. I'm not a terrorist. I would appreciate not being treated like one. I'm pretty sure I've been flagged for extra security because I taught English in Turkey for two years. If there's one thing I've learned in Turkey, it's that America is freaking awesome. So if possible, please take me off the "extra security" list as well. There's no reason to put me through extra pat-downs and searches, must less extra searches that are after-thoughts that totally ruin a flight.

This was clearly a severe failure in airport security by the TSA that resulted in a really frustrating experience for me. I have no idea what kind of compensation TSA can provide for this experience, but replacing the glasses TSA personnel broke and unflagging me would be a nice start (attached is a picture of the broken glasses I took after getting off the plane).

Respectfully,

(b)(6)

Caller is 86 years old and his wife received a letter with a KTN on it. He has not received a letter with a KTN and he is wanting to know the status of his enrollment and what his wife needs to do to get precheck with her letter. Caller stated that when he was at the enrollment center he was told by the representative that was signing them up that they should go back into the lobby and ask for a refund because he did not see how they would benefit from the program. Caller is wanting to know what benefits he gets that is different from what he currently gets when flying. Caller thinks he enrolled under false pretenses and wants a refund.

Advised caller:

She will just receive the letter and she will use the KTN when making the flight reservations. You need to make sure to enter the KTN that starts with a TT into the KTN field and make sure your name, DOB, and other identifying information matches the information you provided exactly when you make the flight reservation.

6/27/2014 2:42:34 PM To check the status of your application, please visit https: universalenroll.dhs.gov or you can also contact UES by phone. For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday. The $85 fee s are non refundable because that is what they use to get the background check. You can contact UES and see what they can do about the situation but I don't know if they will refund you.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. This is similar to the precheck benefits. The main difference that you get with precheck is you can also leave on your jackets, and belts, and you don't have to remove laptops and 3-1-1 bag from carry-on bags.

From (b)(6)
Sent: Friday, June 27, 2014 3:59 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Legal; (b)(6); (b)(6)
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6) (b)(6) civil rights were violated when he was forced to remove his religiously-mandated turban by the TSA at Chicago O Hare International Airport on June 21, 2014. (b)(6) flew on United Airlines, Flight No. 5702, from Chicago, Illinois to Columbia, South Carolina.

(b)(6) filed a complaint with the TSA and DHS on June 21, 2014 through the FlyRights phone application. We write to provide additional information. Please see attached follow-up complaint and (b)(6) original FlyRights complaint.
Image removed by sender.
Thank you for your attention to this matter!

6/27/2014 6:03:47 PM

Best,
(b)(6)

--
(b)(6)

(b)(6) | New York, NY 10004
Phone (Main): HYPERLINK (b)(6)
Facsimile: HYPERLINK tel:%28212%29%20208-461 (b)(6)

Visit our website at HYPERLINK http: www.sikhcoalition.org \nwww.sikhcoalition.org
Support the Sikh Coalition s work at HYPERLINK http: www.sikhdonate.org \nwww.SikhDonate.org.
Visit us on Facebook at http: www.facebook.com thesikhcoalition.
Follow us on Twitter @sikh_coalition.

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Caller would like to make a complaint about an incident on Tuesday. Caller took a same day round trip from LAX to PHX. Caller pumps breast milk for her 3 month old son. When coming back from PHX, the caller asked that her breast milk not be screened by x-ray. Caller states that a female agent yelled at her for trying to touch her bag when asked to indicate which one was hers. Caller s belongings underwent additional screening and ETD. Caller was told that she had to lift her shirt up above her belt line. Caller felt very violated because she had to go through all that just to bring milk through to her son. Caller states that the female TSO did not even know how the screening should go because she was asking another officer what should be done. Caller departed from Terminal 4 with Southwest Airlines. Caller states that the female officer treated her disrespectfully and was very upset. Caller was most upset about the fact that she was expected to lift her shirt up in front of her co workers. Caller had been offered a private screening, and initially declined, the patdown was ultimately conducted in private. Caller did not understand why her belongings were screened again after they had already cleared x-ray screening and why she was screened again after going through screening.

Advised caller:
Breast milk and other liquids and gels intended for infants or toddlers in quantities of 3.4 ounces or less are normally x-rayed. However, as a customer service, TSA allows passengers the option of an alternative inspection of these items. Passengers must request an alternative inspection before placing the items on the x-ray belt; otherwise, all of the items must undergo x-ray inspection.

6/27/2014 6:16:24 PM

Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Passengers getting a patdown are not to be asked to lift or remove an article of clothing to reveal a sensitive body area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Every person and item must be screened before entering the 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.

6/27/2014 9:02:49 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/27/2014 8:04:49 PM Airport : SFO - San Francisco International Date/Time of Travel : 06/27/2014 4:40 PM Airline & Flight Number : AC 567 Checkpoint/Area of Airport : International Terminal (G) TSA Employee: (If Known) :
Comment : This evening my husband and I proceeded to TSA security screening checkpoint. Upon placing our items on the x-ray belt, we requested for a private screening to opt out of the body scan. With this request, the agent called for both a male and female 'opt out.' We had to wait 15 minutes for this request to be accommodated. This request was based on the fact that I am pregnant (in my 3rd trimester) and my doctor advised that TSA body scan technology is harmful to my unborn child. After the period of extended waiting, I was brought into the private screening room by two female employees. One employee, an older african american female, proceeded with the pat down procedure. Although I have undergone this process many times, this employee was particularly invasive. When grazing her hand up my leg, palm in, she proceeded to go all the way up well into my genital region. Given the thin material of my dress, this act was extremely uncomfortable and I truly felt violated The fact that her hand touched this area with no regard for my comfort, privacy, and sensitivity was particularly troubling. This experience was also marred by the fact that I had to remove my denim jacket which was protecting my modesty. I was wearing a strapless, loose fitted dress and this jacket covered my upper region. The two TSA agent showed disdain for me and I am utterly disgusted by this experience. I walked out of the screening room in tears. It is pathetic that TSA cannot accommodate pregnant women. I don't know how to respond. I am powerless. But you destroyed my vacation and I feel forced to subject my unborn baby to the harmful millimeter wave screening technology.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

6/27/2014 9:02:52 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/27/2014 7:54:59 PM Airport : LGA - LaGuardia Date/Time of Travel : 6/27/14 7:30 PM Airline & Flight Number : Delta DL2331 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : No precheck lane available. First tsa employee encountered (entering security line) wouldn't answer question regarding why no precheck lane was available, and later employees didn't address the issue either. This is a major problem for business travelers who rely on precheck lanes to reach their flights on time, and needs to be addressed. I ended up taking a pat down, as I have a medical reason to not go through the scanner, which delayed me further. Luckily my plane was delayed, or I likely would have missed my flight.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Zipcode:

6/28/2014 1:09:41 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Newark Liberty International Airport

Caller will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldnt. She was left to stand for 45 minutes. She wants to avoid that.

Response:

6/28/2014 1:18:07 PM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.
Caller wants to file a complaint against the Fort Lauderdale airport. Her son is 14 and was going through security and they randomly selected him for a patdown. She stated she told them he was 14 and they continued groping him. They didn t find anything and continued doing it until she asked for a manager. They set him off to the side and patted him down 4 different times and they were rubbing him on his body. Her son is 6 foot 3 inches, about 270 pounds, brown hair, black and red gym shorts and a black Michael Jordan tshirt and sandals. The manager said they weren t groping him and that they were patting him down. She understands her son looks older. He was practically in tears. He was upset and the caller was upset. She stated she was not ok with the way it was handled. The woman checking the boarding passes was rude to her. She was an African American girl sitting in a stool with medium build and shoulder length hair.
Advised:

6/28/2014 2:06:44 PM

I will forward you information to the CSM at the airport at FLL and they can investigate the matter and I will provide them with your contact information.

Airport where the incident occurred: FLL
Airline: Jetblue
Flight numbers: D61126
Date and time of incident: Jun 28 2014, 145 pm
Individual s contact information email
(b)(6)

Caller wants to file a complaint against the Fort Lauderdale airport. Her son is 14 and was going through security and they randomly selected him for a patdown. She stated she told them he was 14 and they continued groping him. They didn t find anything and continued doing it until she asked for a manager. They set him off to the side and patted him down 4 different times and they were rubbing him on his body. Her son is 6 foot 3 inches, about 270 pounds, brown hair, black and red gym shorts and a black Michael Jordan tshirt and sandals. The manager said they weren t groping him and that they were patting him down. She understands her son looks older. He was practically in tears. He was upset and the caller was upset. She stated she was not ok with the way it was handled. The woman checking the boarding passes was rude to her. She was an African American girl sitting in a stool with medium build and shoulder length hair.
Advised:

6/28/2014 2:06:44 PM I will forward you information to the CSM at the airport at FLL and they can investigate the matter and I will provide them with your contact information.

Airport where the incident occurred: FLL
Airline: Jetblue
Flight numbers: D61126
Date and time of incident: Jun 28 2014, 145 pm
Individual s contact information email
(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Age
Current Date/Time : 6/28/2014 9:21:13 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/28/2014 1:45 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Security scan TSA Employee: (If Known) : I want the full name badge number and public personnel info for this pedophile Comment : My 14 year old was "randomly selected" or targeted for a violation of his civil and constitutional rights based on his age and going through security

6/29/2014 9:46:26 AM without a parent.
He was interrogated by an "agent" without parental supervision.
He was rubbed, groped, and touched inappropriately not once, but 4 times by this pedophile agent and we were watching and recording this abuse.
Our son is 14, and inappropriate touching, harassment and interrogation is NOT permitted by LAW. I fully intend on filing a police report against the TSA against involved. I want his name, badge number and personnel file. Also, the disgusting tea agent checking him in was rude, combative, and disrespectful. I want her information also.
Would you like a response? : True
Passenger's Name : MINOR traveling alone Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Age
Current Date/Time : 6/28/2014 9:21:13 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/28/2014 1:45 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Security scan TSA Employee: (If Known) : I want the full name badge number and public personnel info for this pedophile Comment : My 14 year old was "randomly selected" or targeted for a violation of his civil and constitutional rights based on his age and going through security

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Would you like a response? : True
Passenger's Name : MINOR traveling alone Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated his grandmother had hip replacement surgery. Caller flew from Charleston Airport and Christy forced her to take her shoes off and his grandmother had to have a patdown. Caller wants to make a formal complaint about the screening process.

6/29/2014 11:14:49 AM Advised caller the following information:

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Caller flew from Boston Logan to Savannah. She has two complaints. First, her checked bag was damaged along with the lock being broken. A NOI was in the bag. She states that the suitcase was not locked, but the lock was cut. Due to the nature of the lock, she states that now she will be unable to use the suitcase at all. She cannot zip it up. She states the luggage cost $1,000. Secondly, she is unhappy she had to undergo a pat down at Boston Logan. She states she has two bilateral titanium hips. The buzzer went off and she had to have a pat down.

Informed caller:

I can send you a claim form to potentially get reimbursed for your bag.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response.

6/29/2014 6:45:19 PM

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I am forwarding your info about the damaged bag as well as your complaint about the pat down to the manager at Boston Logan.

Airline: Delta
Flight # : 2404
Departure time: 10:30 am
Time went through security: 8:30 am
Baggage tag #: (b)(6)
Description of bag: tapestry california french. protective cover. $1,000
NOI had green stamp 6 29 14 8:36 am
Gate A18

To Whom It may Concern,

My name is (b)(6) I am a quadriplegic that uses a wheelchair to get around.

I recently returned from a trip to Recife, Brazil.

I was on American airlines flight 274 from Recife to Miami. I arrived in Miami on 6/29/14 at 6am.

I was then connecting to AA Flight 1260 to JFK.

Since I had to go through customs, I had to reenter security.

I travel a lot and my known traveler ID Number is (b)(6)

I spent time and money to get this number in order to facilitate my passage through security.

6/30/2014 8:46:00 AM

I must say that I was extremely disappointed in my recent experience in Miami and feel that the way it is set up is extremely discriminatory to those of us who use wheelchair.

I went to the TSA Precheck lane and was told that I could not use that lane because the way it was configured did not have room for a wheelchair to pass. I was taken to a different lane. After waiting for over 10 minutes, a TSA Agent finally took me through for a male assist. First issue was waiting for an agent. 10 minutes to wait is far too long.

Then, even though I informed I was already a precheck, the agent proceeded to do a full pat down. I cooperated because he was only doing his job but this is not needed per your own rules for precheck travelers.

I have no issue cooperating and going through additional screening when needed.

What I have a huge issue with is the fact that TSA is discriminating against those of us in wheelchairs by not have accessibility features in the Miami TSA Precheck lane.

This needs to be addressed and fixed immediately.

I do expect a response as to how you plan on correcting this issue.

I appreciate all you do to keep travelers safe.

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), New York, NY
Zipcode: 10023

6/30/2014 8:51:30 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Newark Liberty International Airport

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:
Zipcode:

6/30/2014 8:51:34 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Cleveland-Hopkins International Airport
Caller flew from FLL and she went to through the patdown and the caller stated the female screener went inside her pants and touched her private areas. Caller stated she went through a patdown before and she never had this experience. Caller stated she wants to make a formal complaint about the patdown procedure.

6/30/2014 8:56:32 AM

Advised caller the following information:

Advised caller she can send her complaint in writing to TSA 601 south 12st TSA-33 arlington VA 20598. Advised caller the female screeners will do the patdown with her hands. Advised caller she can go to the checkpoint and ask for the CSM at the airport and make a complaint to them.
Caller is a FF with Delta and receives TPC often when he flies with them. However, when he flies from Kansas City they do not allow him to use the lane due his defibillator. They tell him that they do not do patdowns in the PreCheck lane and send him to the regular line. But when he gets to the reuglar line, a senior officer told him that they in fact do patdowns in PreCheck lanes and they just did not want to deal with him. He wishes to form a complaint because this has started happening on several accounts.

6/30/2014 11:15:21 AM

Advised caller:

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.

Callers fiance went through security at MCO and got through security. At the end of security she was pulled into a private room by an Indian women for a full body patdown. However, she was alone with the Indian TSO and no other person. The TSO then conducted the patdown, but then inserted 3 to 4 fingers into the womans vagina through her her pants on three separate counts. He believes that this is illegal and wants to form a complaint, however he does not have all of the flight information.

Advised caller:

6/30/2014 12:27:07 PM

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. At any time during the screening process, passengers may request a private screening.

Airport: MCO
Airline: US Airways
Flight #: November 2013

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

Advised the caller:
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.

6/30/2014 2:14:35 PM

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.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Advised the caller that if she does not inform the TSO of the metal implants before screening and she alarms then there is a good chance she would undergo additional screening . Advised the caller that no documentation is required just so long as she informs the officer.

Advised the caller email sent.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 07302

6/30/2014 4:16:04 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
LaGuardia Airport

6/30/2014 4:45:35 PM

The caller stated that she was undergoing a patdown procedure and that the female officer s fingers went through her skirt, under her panties and past her labia. The caller stated that this resulted in a large wet spot from internal secretions. The caller stated that this incident was at approximately 9:20AM on 06 28 2014 at FLL terminal 1 concourse C. The caller stated that the agent that allegedly performed the act was a 5ft 6in tall, black female with some type of dental hardware in her mouth, black hair that was tied back in a tight bun, approximately 25 - 30 years old. The caller stated that (b)(6) (b)(7)(of the Broward County Sheriffs Department was present during the public patdown screening. The caller stated that she would have called sooner but she was trying to get her autistic child situated after travel. The caller stated that she traveled via Allegiant airlines from FFL to TYS.

The caller did compliment the TSA personnel at TYS. She stated that they were professional and courteous.
We recently hosted a speaker at a 4-day event in Denver (b)(6) is a young black women with a medium afro hair style. On her return trip from Denver to Seattle, she was selected for a full-body pat down and TSA agents used their gloved hands to search her hair, without first asking her permission. She recently blogged about this experience, noting it was the norm for her to be selected for such extensive searches while her (white) husband often waits on the sidelines. Her other friends of color have similar stories. http://theadoptedlife.com/2014/06/30/tsa-needed-to-search-my-afro-for-your-safety/

This type of searching is culturally inappropriate, insensitive, and degrading, and it does not make me, as a traveler and an American, feel any safer. I question the motives for selecting her in the first place. As a white women, I have never been stopped for a search despite extensive travel since security measures were put in place. Knowing this woman as I do, including her friendly, positive, and genuinely harmless demeanor, I can view this as nothing beyond obvious racial profiling that appears persistent throughout the TSA. I see no value in touching someone's hair, but if the TSA is going to search hair as part of its pat-down policy, post guidelines and/or warnings to this effect, and ALWAYS ask permission before touching a person.

Further, as a businesswoman and nonprofit coordinator attempting to build and strengthen community and professional relationships across state lines, such experiences mar the experiences of Denver visitors and can harm the local economy and reputation of this city.

7/1/2014 8:22:26 AM

I think the TSA owes (b)(6) and all Americans, an explanation at the very least, and, preferably an apology for such culturally insensitive actions. I would strongly advise the TSA to engage in some additional training around cultural competency as well.

I respectfully ask that you investigate this matter and follow up with (b)(6) directly.

Sincerely,
(b)(6)
(b)(6) HYPERLINK (b)(6)

7/1/2014 8:24:41 AM

To Whom It Should Concern -

At Denver International Airport, on Sunday, June 29, my friend (b)(6) who is a young black woman, was subjected not only to a full-body pat-down (after passing through the full body scan with no concerns) but also to a search of her medium-length afro!

I am writing to support her internal complaint and to urge you to, at the least, issue (b)(6) a formal apology.

(b)(6) lives in Seattle and was visiting Denver, volunteering her time and expertise to present at our African-American Heritage Camp for Adoptive Families. It's embarrassing and appalling to think that this is the way she was treated at our International Airport!!

(b)(6)

7/1/2014 8:25:55 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/1/2014 6:23:39 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/01/2014 5:00 AM Airline & Flight Number : JetBlue 106 Checkpoint/Area of Airport : Concourse L TSA Employee: (If Known) :
Comment : Whenever I fly, I opt out of invasive screening and get a pat-down. I have never had reason to file any complaints.

This morning, the TSA agents were unprepared for anyone to opt out. After waiting for several minutes, one agent decided to have me walk through and be patted down by the same agent who pats down scanned passengers. This agent did not ask any questions about sensitive areas or offer a private screening. I was not allowed to put my travel documents on top of my bag.

I finished going through security at 5:10am.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/1/2014 11:36:38 AM

Caller is 57 year old breast cancer survivor and few from Midway to Orlando yesterday and her luggage has been inspected. She ask the officers to change gloves when she received a paldown yesterday but she knows that the officers that inspect the checked luggage uses dirty gloves. She is needing to know why her luggage is selected for inspection every time that she flies. She flew on Southwest Airlines and there was a NOI in her luggage.

I advised her that when she checks her luggage in with the airline it goes through a conveyor system and an xray machine. If an alarm sounds during the xray screening her luggage will be pulled for additional screening to clear the alarm. TSA will open the luggage and conduct the inspection and place a NOI in the luggage to let her know that we inspected the bag. We are not selecting the bag because its hers since we do not know whos bag it is when it comes through the xray machine but if an alarm sounds we have to conduct additional screening on the luggage.

From: Fischer, Anna
Sent: Tuesday, July 01, 2014 9:31 AM
To: TCC-Referrals
Subject: External Complaint (b)(6)

Good Morning,

Attachement is forward to your office for further processes.

Thank you,

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
Transportation Security Administration
7/1/2014 4:14:53 PM Ph: (571) 227 (b)(6)

Attachment:

Complaint Information
1. Information about the person who experienced the civil rights/civil liberties violation
Name (b)(6)
Phone#: Cell (b)(6) Home (b)(6) Work: (b)(6)
Mailing Address (b)(6) Scottsdale AZ 85260
Email: HYPERLINK (b)(6)

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Name (b)(6) (husband)

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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/1/2014 5:20:54 PM Airport : DEN - Denver International Date/Time of Travel : 06/28/2014 12:05 PM Airline & Flight Number : Jet Blue 494 Checkpoint/Area of Airport : Security walk through TSA Employee: (If Known) :
7/1/2014 6:19:32 PM Comment : Traveling with a 70 yr old male with Alzheimer's and an ostomy bladder bag who was randomly pulled out of line, patted down, pockets emptied and inspected, and held for 10 minutes while 5, yes 5! TSA agents stood around trying to decide on proper protocol for dealing with the catheter and his mental status. He was escorted to a room barefoot and subjected to a thorough pat down. This was unnecessary random humiliation at the hands of over zealous TSA members. Shame on them! TSA can and should be better trained.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/1/2014 5:12:17 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/27/2014 5:15 PM Airline & Flight Number : American Airlines 247 Checkpoint/Area of Airport : Terminal 4 tsa pre check TSA Employee: (If Known) (b)(6) Comment : Hi, I went through tsa pre check, thus am thoroughly screened and registered through global entry. I was nevertheless forced to undergo an assault of my person as a "pat down" because of my 2 year old twins medically necessary liquids for a 5 hour flight in the form of fortified milk. The excuse was that the milk was in sealed containers yet the rule on the tsa website is clear the milks and formula for infants and toddlers is permitted in reasonable quantities. I had 4 milk boxes for 6 hours for two toddlers. I attempted to educate this tsa agent and an alleged supervisor about the law on assault and your own tsa rule (which I
7/1/2014 6:19:37 PM knew since I am a lawyer and I have flown a dozen times with the twins since they were born) and they said I could not take the medically necessary liquids with me unless I permitted the assault. This of course is coercion and abuse of power. I was humiliated, and touched improperly in order for my children to have milk. Outrageous. I demand an apology and financial compensation for my severe emotional distress intentionally inflicted by your employee. I do not wish to have to escalate this to a judge to rule in my favor.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 30083

7/1/2014 6:19:51 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Lambert-St. Louis International Airport

Caller is a flight attendant and cant go through the scanner so she always gets a patdown. She was flying on Sunday at the Maui airport. She gets patted down at least twice a week but this TSO went up very high on her skirt and touched her vaginal area and did it twice. Her name was (b)(6) She did speak to a supervisor named (b)(6) who gave her a comment card and he said he would speak to his supervisor which was (b)(6) The woman was heavy set, darker skin, dark brown hair, 5 foot 5,145-150 pounds, mid 30s. The caller is 5 7, 120 pounds, blonde, fit and she was wearing her flight attendant uniform with skirt.

Advised:

7/1/2014 8:15:05 PM

I will forward this to the CSM at Maui and I will give them your contact information and they can investigate the matter further.

Airport where the incident occurred: Maui
Airline: Alaska
Flight numbers: 814
Date and time of incident: June 30 2014, 1050 pm
Individual s contact information email
(b)(6)

Caller wants to file a complaint. She flew from LaGuardia and she had to go through additional screening and the individual who was responsible for gathering her materials and do the patdown was being hasty. She was jamming all the passengers belongings into her carry-on luggage and her glasses ended up broken. She reported the incident to a supervisor on location right after the screening. The supervisor told her she could not take down names initially but after speaking with someone else he allowed her to take his name down. She said the TSO admitted to shoving her items into her bag but once she saw that the glasses we broken she walked away from the passenger.

Advised caller : 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.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint 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.

7/2/2014 10:07:28 AM

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Flight INformation to follow :

Supervisor on Duty (b)(6)

Airport - LaGuardia
Airline - Delta
Flight # - 0904
Date - Time - June 18th 5:00 to 5:45 am
Location of Incident - Delta Terminal
Contact Info - (b)(6)
Caller flew today from DET to Chicago and she had PreCheck. She said she had a candle in her carry on. She said they questioned it. She said they pulled her over and did the whole patdown and tested the candle. She said she got the candle when she flew internationally. She said when she got to Chicago the candle was missing. She said they told her the candle was fine and she thought they put the candle back in her bag but they did not. She said she would like the Lost and Found.
ALSO: She said she would like to talk to someone at that Airport because her son left his laptop at a checkpoint and he never got it back.

7/2/2014 10:42:18 AM

RESPONSE: Gave caller the LandF at: Detroit Metropolitan Wayne County Airport 734-942-3126 ALSO: Gave her the CSM there (b)(6) Phone: (b)(6) ALSO: Advised caller that if they cannot locate her candle, she can call TCC back and give her flight information, report this incident and get a claim form to seek reimbursement of her candle. She can also find the claim form on our website.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/2/2014 11:12:10 AM Airport : GNV - Gainesville Regional Date/Time of Travel : 07/01/2014 12:45 PM Airline & Flight Number : DL 5489 Checkpoint/Area of Airport : TSA screening TSA Employee: (If Known) : Supervisor (b)(6) Agen (b)(6) ?) Comment : As a weekly travler and TSA pre-check flyer, I have never expereinced agents with this lack of training and professionalism. The agents were slow, very vague in the information they were giving to unseasoned travleres, and overall rude. Gainsesville is a small airport that I frequent over a dozen times a year. Never beofre have I almost missed a flight due to the inefficiency of the TSA screeneing process. (b)(6) had no concern for the fact that I had been in line (with others)for over 30 minutes and my flight was boarding right in front of my eyes just beyond the screening area. due to implants, I always undergo a pat-down as part of my screening and this was performed by a (b)(6) ; I am not sure because when I asked him his name he refused to give it to me. I waived my right to hear the instructions and a provate screening but he paid me no attention and took his swee time telling me what I have heard hundreds of times beofre. Then he proceeded to pat-down areas on my body more than once in an efort to take even more time. It was obvious to me and others in the line that this was a group of people poorly trained not only in the process but also in how to interact with the public. I also confirmed with the local Gainesville Police Officer assigned to the airport that this was a new "crew" of TSA folks.

7/2/2014 12:14:09 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/2/2014 12:14:13 PM

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 7/2/2014 10:44:38 AM Airport : OAK - Oakland International Date/Time of Travel : 07/02/2014 8:15 AM Airline & Flight Number : Escort Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Female supervisor not certain of her name Comment : After the x ray scan. The male security guard said she is going to pat down your front and back. They female supervisor started touching my front chest area rubbing directly on my lower breast. I said you are supposed to use the back of your hand. She started arguing with me. She said that's only for sensitive areas. I said this is a sensitive area. And she threatened to call law enforcement and said I could not leave. I was escorting to daughter and was not even going to board a plane so I should have been able to leave. She said I could not get my stuff and that I could not leave thus I was being detained without probable cause. I believe she violated my rights to be free from search and seizure by a law enforcement officer. She went too far.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller needs compression socks for burns on his legs.

Response Details: I told the caller I deeply regret what has happened to him and explained how to access redress by going to www.dhs.gov trip and applying for redress. I advised caller once he got his RCN to include it in his flight reservations. I also told him I am making no promises this will stop the four S s. After the caller told me of what happened at DCA on June the 10th I told him I would forward this to DCA for review. I sent claim forms to the caller to seek reimbursement for the socks.

I called the passenger back and provided the DRFI info including where to mail the written complaint.

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

7/2/2014 4:14:21 PM

Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

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

To Whom It May Concern,

I am writing to file a complaint. I believe my right to privacy was violated. Date and time and location are as follows:

Sunday, June 22, 2014

2:00 pm, Air France flight 6

Charles de Gaulle Airport

7/2/2014 6:07:03 PM

While en route from Paris to New York, I was pulled aside just as I was entering my departure gate. I'd already cleared security and was asked to step to a table three feet away from the gate to have my bag searched and a pat-down. On other occasions, I've had my bag randomly searched while in line to board and felt comfortable with that request, but with a couple hundred passengers behind me and walking by just three feet away, and as I was wearing a dress hemmed above the knee and knew it would go shorter as I raised my arms, I did not feel comfortable with a pat-down. I said, "Can I have some privacy?" There were two women and a man addressing me, and the man responded, "No, I do not have anywhere to take you." I said, "Do you at least have a screen?" and was again told "no," and that if I refused I could be denied my flight. Embarrassed and blushing deeply, I submitted and said, "This is the last time I fly Air France." The woman who was in civilian attire responded, "I'm with the federal government. This is a TSA request." The man stayed just across the table from me, too, during the pat-down. I understand, now, from your website that I am indeed entitled to ask for privacy.

Thanks,

(b)(6)

(b)(6)

Contact information:

(b)(6)

HYPERLINK (b)(6)

Airport
Denver International Airport

Date and approximate time of the experience
6 29 14 around 10am

7/2/2014 6:07:06 PM

Description of the experience:
After walking through the airport security full body scanner I was randomly selected for a full body pat down. I complied with this request. The TSA agent told me beforehand that she was going to touch my back and my legs, to which I appreciated and again complied. TSA agents then used their gloved hands to search my hair, without first asking my permission. While gathering my suitcase, shoes, liquids and other belongings that had come through the conveyer belt, I watched another random person get selected for a pat down, however hers did not consist of the hair check. I stayed to watch another person, and they did not get their hair checked either. I spoke with a few of my other friends of color asking if they d had this experience, to which two of them said that they had. These two other friends, and myself have a couple things in common - we are young, black women with afros. I often travel with my husband (we travel 2-3 times per month), he is a white male, it is the norm for me to be selected for the full body pat down, while he gets to either go through the pre-check lane (not having to remove his shoes etc.) or for the full body scanner to suffice. I feel this to be blatantly discriminatory. I would like an explanation about why the pat down does not always include hair, and also an explanation about why it should include only black people s hair. If this is part of your protocol I feel it to be culturally insensitive and inappropriate, whilst not understanding how this practice truly makes our nation safer.

Names or description of the TSA personnel involved or witnesses:
Unsure of the name of the TSA agent.

Thank you for taking my matter seriously.
(b)(6)

7/3/2014 8:22:48 AM

I am disturbed to hear that close friends are forced to be searched and patted down at airports either because they are perceived to be Middle Eastern or they style their hair in an afro. As a visibly white woman, I never encounter these extra or secondary pat downs; I fly at least 4 times a year so I'm fairly regularly through security. As an observer, I see that it is discriminatory. I hear these stories more and more often and I do not see the necessity for them. Please stop objectifying and discriminating.

7/3/2014 9:19:29 AM

Caller has a complaint with TSA. He says he was treated like a tourist. He says the white TSA agent targeted him. He says he was selected for additional screening before he was at the checkpoint. He got a patdown and the police was called. He says he waited to see if other passengers were selected for random screening and no one else was selected. He says he only had a brown paper bag with his tablet. He says now that this happened after he had gone through the AIT. He says this agent had selected him by looking at him. He was chosen because he was black and he looks ruff. He says had got his ticket and had his ID, they had checked it under the black light, this is where this happened. He was tapped on the shoulder by an agent, he was the only one that had to go with the agent. He says he then went through the AIT and was given a patdown. He is upset that he was chosen for the additional screening.

Transferred to MB, the call was dropped before I could transfer it.

Called him back and got a voice mail.
I left a message telling him to call us back and provide us with an email address so we can email him some contact information and the needed information he needs to provide in the email.
He has to have this in writing to make this a formal complaint.

7/3/2014 12:01:42 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 7/3/2014 10:33:29 AM Airport : SJC - San Jose International Date/Time of Travel : 07/03/2014 7:15 AM Airline & Flight Number : Alaska Air 407 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Officer (b)(6)
Comment : I have braids in my hair with no metal in my hair, but I was still subjected to a pat down of my hair, while people with no braids had no pat down. I believe this is a problem that should be addressed. This is the second time that I have had to undergo a pat down of my hair when I have had it in an ethnic non-caucasian style. Why is this required and why does it feel like it is targeted towards those of us who choose not to where a Caucasian-like hairstyle. Thank you.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/3/2014 1:32:42 PM

Caller advised that she would like to file a complaint. Caller advised that on 7/1/14 she was traveling from Trenton Mercer New Jersey with Frontier Airlines and while in the screening line another passenger who was bringing a cat in carryon was being screened. Caller advised the cat went bonkers while being screened and bit her. Caller advised that she had to cancel her trip due to this. Caller asked the screening procedures for travelers bringing an animal as a carryon. Caller asked if vaccine documentation was required. Caller asked could a private screening have been done.

Advised Caller:

The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.
Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

If additional screening requires removal of the animal from its carrier, passengers may request a private screening.

TSA doesn t require vaccine documentation for animals
Caller felt like the TSO s were rude during her secondary screening and she wants to know if she has been placed on a list.
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.

7/3/2014 1:49:25 PM

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.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, July 03, 2014 11:59 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 3 2014 11:58:59 AM

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

7/3/2014 2:03:43 PM

Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:
Ellenwood
State:
Georgia
Zip:

Feedback Type : Request for Information
Categories : Traveling with a Disability or Medical Condition Current Date/Time : 7/3/2014 2:22:06 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello

7/3/2014 4:23:30 PM

My husband (b)(6) is 73 years old and has a Gastric tube which protrudes about 3 in from his abdomen. i have his Dr diagnosis and was told by American Airlines that Tsa is aware not to touch it as it can come out. In LAX, TSA insisted on a pat down, on the tube as this was the "suspicious" area on the body scan. i absolutely refused, but offered to go with him to a room where the tube could be VISUALLY inspected, or bring in a supervisor. The TSA young man looked like he was ready to cry, 2 other employees came by and eventually patted him around the tube. How can i prevent this from happening again on our way back when we go thru TSA at Logan Airport? Thank u for ur time.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/4/2014 11:15:19 AM Airport : LGA - LaGuardia Date/Time of Travel : 07/04/2014 Airline & Flight Number : AA 3418 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : I took video Comment : My wife and I were traveling to Columbus and wished to opt out of the electromagnetic screener. An obviously-bothered African American female officer told us that we would need to wait for a pat-down. After 10 minutes waiting she notified us that there were still no TSA employees available to conduct the pat downs. We had no choice but to use the EMR screening against our wishes so as to avoid missing our flight.

7/4/2014 1:10:59 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/4/2014 5:20:14 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/4/2014 3:25:09 PM Airport : PLN - Pellston Regional Date/Time of Travel : 06/29/2014 6:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was flying from Pellston to Detroit last Sunday, June 29th.
When I went through Security, the alarm went off. The agent told me to remove my hat, earrings, jacket and shoes. I showed her my Hip Replacement Card. I had a total right hip replacement September 2012. It is titanium. My card, which I carry at all times, clearly indicates it may set off a metal detection device. I removed the items she asked me to. Again, the alarm went off. She was unnecessarily rude and mean. I did get frustrated, but I was never rude to her. She told me I would have to go through a pat down. Seriously? She told me she kept receiving an alarm on my right side...again my titanium hip. I was totally embarrassed as she continued to search me with her instrument. Finally, she "let" me go through. The weird thing is...after I removed the items she asked me to, all I had on was a long cotton skirt, t-shirt, underwear and sport bra. She kept telling me I could be concealing a weapon? Really? Where? I even offered to show her my incision on my right hip.
I felt so violated and humiliated. She was ridiculous, and I do NOT appreciate her abuse of me.
The week before I flew from Dallas Ft. Worth to Detroit, and the Aleah went off in Security. I showed the agent my hip card and he told me to go on through. Not a problem.
The agent at Pellston needs to be reprimanded due to her abuse of me, and her ego control issue.
I will NEVER forget how she treated me. NEVER.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/4/2014 5:20:23 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/4/2014 3:21:40 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/30/2014 11:30 AM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Security - Terminal 5 (JetBlue) TSA Employee: (If Known) : several on lanes 9&10 Comment : I am a transgendered traveler who always opts out of the machine screening - I'm probably going to get a pat-down anyway when the person mis-selects my gender, so I've learned to just go ahead and take one. I must say that in most airports, TSA does a fair to excellent job treating me with respect during the pat-down process. I have only had an issue on three occasions. Unfortunately, I didn't file a complaint the first two times, though I should have. This time, I was fed up enough to do so.

I immediately said to the agent standing by the x-ray machine that I would like a male assist for an opt-out. She gave me a skeptical look and called for a male assist. I saw a few agents look at me, then she asked me "you wanted a male assist?" to which I said "yes." At least two agents came over and looked at me and then went back to whatever it is they are doing when they are all standing around back there appearing to do nothing. Finally, a male trainee and his trainer came and got me. As they were taking me over to my things, a woman came over and said "are you okay with getting a pat-down?" to which I replied "I don't understand" - I thought she was giving me the option of not having a pat-down, which didn't make sense. She then said something like "I just wanted to be sure you were okay with a pat-down" to which I replied "Well, of course I don't want one, but I think I have to, no?" Finally, she clarified and said "are you all right with these two doing the pat-down?" to which I said "why wouldn't I be?" She said "okay" and walked away. This was now the third time in the process that attention had been drawn to the fact that I am apparently difficult to "gender." This is a side effect of where I am in my transition process, and it is _incredibly_ awkward to see other passengers looking my way because I am attracting so much attention from so many agents.

Apparently, the staff at JFK need some recurrency training in how to work effectively with transgendered passengers. This includes:
*allowing the passenger a pat-down by a person of the gender the passenger is presenting as (or requests, if, as in my case, this is still difficult for people to determine).
*NOT snickering, staring, or pointing the person out to other agents while standing around appearing to do nothing *NOT making incredulous faces or scowling when passenger asks for a pat-down by a certain gender.

Also, this was a day with a very long security line and they only had lanes 9 & 10 open. They opened lanes 3/4 while I was putting my belongings on the belt. This was utterly unacceptable. Again, there were at least five agents just standing around between the passenger corral and the screening area. I don't know if there's a purpose to that, but several passengers were visibly angry - one woman loudly asked why they couldn't open more lanes with all the available agents.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

7/4/2014 7:05:31 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Newark Liberty International Airport
I was subjected to a pat down today at the Philadelphia airport. The officer failed to explain that he was going to put 3 fingers around my testicles and lift them up. This was acutely embarrassing, an invasion of my privacy, totally unnecessary. I filed a formal complaint, am going to my congressman, am going to publish this on every website I can.
When I went to the TSA officer in charge, he seemed totally indifferent about it, and handed me a form to fill out.
I want to know specifically how you intend on following up on this in addition to understanding whether touching male genitals is part of your protocol.

7/5/2014 9:16:19 AM

Life is good.
(b)(6)

Feedback Type : Compliment
Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 7/4/2014 10:21:28 PM Airport : LAX - Los Angeles International Date/Time of Travel : 07/04/2014 6:30 PM Airline & Flight Number : American 2452 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I asked the tsa agent for alternative screening he pointed to another agent on the opposite side (also a male) and stated "tell him". He was assisting other people. There were 3 female tsa agents standing next to him who refused to assist. Then the designated agent walked to a 4th female agent (all standing in a group next to one another) and asked her to assist. This female agent who was standing next to the gate instructed me to go stand to the other side of the of the checkpoint (opposite direction from the gate) while she obtained gloves. Then she had me walk back to and through the gate. At this point I have made two laps in the screening area which was also disrupting the line of oassengers waiting to go through the scanner.

7/5/2014 9:17:26 AM

During this time while I was asked to walk back and forth I was instructed to remove my flip flops which contained no metal. I asked to get my socks and was refused. I asked if I could get the flip flops since they went through the screener so I could stand on them. I was refused. I informed the tsa agent that I had a phobia of standing and walking around on the dirty floor. She said it was not her problem. I began to have signs of an anxiety attack and asked if I could just stand in the shoes or a shirt or anything that already went through the X-ray machine and was cleared. Not only did she refuse, but she intentionally made me walk around more and shift feet and took twice as long to complete the screenings.

In addition to the lack of professionalism I have to ask what is the security purpose of this procedure. How does not allowing a passenger to retrieve their shoes after they were screened to stand on during the pat down...how does that affect security? It is nothing more than an unnecessary exertion of power.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/6/2014 1:06:05 AM Airport : OGG - Kahului Date/Time of Travel : july 5 8:14 PM Airline & Flight Number : Hawaiian Checkpoint/Area of Airport :
TSA Employee: (If Known) : agent bushlow Comment : I opted out of the scanner and went through the pat-down as I have dozens of times. Agent bushlow performed the pat-down. Everything was fine until he started the inner thigh and groin area. He went up my leg in the back and distinctly touched my genitalia. I jumped as this had never happened in other pat-downs. I jumped and he seemed to get annoyed. He went to the front and touched my genitalia harder this time. I jumped higher and

7/6/2014 10:19:44 AM

yelled in shock. The supervisor cake over and immediately took the side of agent bushlow. I want an investigation and wish to file a formal report as I feel what was done constitutes molestation. This man should be fired.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, July 05, 2014 6:39 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 7 5 2014 6:38:54 PM

Attachment:

7/6/2014 10:20:23 AM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 7 5 2014 6:38:54 PM
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1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) : "Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6) (9) &amp (b)(6) (12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK – merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

7/6/2014 11:05:38 AM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/6/2014 2:50:01 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/04/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/6/2014 3:09:47 PM

Comment : My husband and I (along with many other travelers) has a terrible experience with (b)(6) while going through security checkpoint. He not only made faces and physically made fun of my husband who has a disability, he made a 13 yr old girl near us go back through the metal detector because according to him "she wasn't walking like a 13 yr old should." I am pregnant and did not wish to go through the scanner and told him I would like a pat down instead and he told me to go stand to the side. For TEN MINUTES I stood there before he looked over at me, chuckled, and then yelled to a female tsa employee to come pat me down. I have never had any issues with tsa agents, but this man needs to absolutely be fired. He is unprofessional, and if we only witnessed his behavior for 10-15 minutes, I can't even imagine what he is like the rest of the time. This man was the most unprofessional person I've EVER met and I will do ANYTHING to NEVER travel through Atlanta again.
Would you like a response? : True
Passenger's Name :
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew out of JFK. She is missing an eye shadow (powder form, $50 value) makeup kit from her carry on. She asked is she was calling TSA. She asked if we could fill out the form over the phone. She asked the % chance she will get her money back. She asked if it would be worth her time to fill out the phone. She also was very upset about having to wait 15 minutes before her patdown was conducted. She requested a pat down because she isnt comfortable going through the machine.

Informed caller:

TSA regrets that you found items missing from your carry-on luggage.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

7/6/2014 4:19:42 PM

You have called the TSA contact center.

I dont know the % chance of you getting reimbursed, nor if it is worth your time. That is up to you.

Unfortunately, we cannot fill out the form over the phone.

You probably had to wait for a female officer to become available to conduct your patdown.

Caller called to state her eye shadow kit was taken from her carry on bag at the security screening checkpoint. The eyeshadow palette did not have any liquids or gel. She was waiting for a patdown and her luggage was left unattended for 20 minutes. The eye shadow is Urban Decay and valued at $50. She knew her water bottle had been removed and asked the TSO if anything else was taken and he said nothing else was taken. She did not realize the eyeshadow was missing until she left the checkpoint.
How long does the claims process take? What is the process? If they told her they were taking an item at the checkpoint would she be reimbursed?

Advised:
I apologized the item was missing and offered to send a claim form and stated I would forward this information to the CSM at JFK.

7/6/2014 4:55:31 PM

Airport--JFK
Date Time-- She was at the checkpoint at 11:30AM. 07 04 2014 01:00 pm
Gate or Terminal--Not Provided
Bag tag # (10digit)-- Not provided
Bag Description—Small Hotpink suitcase.
Airline—Virgin America Airline
Flight #-- 411
Form sent via email.

I stated she should complete the form and return it as soon as possible. She would receive a claim number and she should retain it until the case is settled. It could take up to 6 mos for the case to be settled. She could take it to court if the case is not settled at that time.

The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers. Passengers are provided several options for disposing of prohibited items, assuming that possession of the items is not prohibited by law. Passengers may (1) ask their air carriers to place the items in checked baggage; (2) return the items to their vehicles; (3) give the items to non-traveling companions; or (4) mail the items.

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Vienna VA
Zipcode:

7/6/2014 7:19:56 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Washington Dulles International Airport
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/6/2014 8:24:15 PM

7/7/2014 8:28:45 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 661/Denver International Airport/Frontier Airlines/Gate 30/East Terminal/Date: July 6, 2014/TSA security checkpoint approximately 12:30 pm
Comments:Today I requested a pat down at the security checkpoint because I am currently three months pregnant. I had never encountered a "no" to my request for a pat down in any of my several travels through other airports especially when I declared my pregnancy.

However, today, two female checkpoint people laughed straight into my face when I told them I was "uncomfortable" with a metal security pass through. They proceeded to inform me what a metal security pass through is. I told them I was pregnant and they looked at me and continued to laugh. They continued to tell me nothing would happen if I passed through. I informed them I knew what a metal pass through was and I would like a pat down. They refused to give me a pat down after about 3 times I requested one.

One of the security guards then finally gave me a pat down. She also took out all of my diaper bag clothing and screened all of the bottles which took approximately ten or more minutes. It was interesting to see that most of the other people around 50 or more had already passed through.

I was the only Asian American female at the security checkpoint at this particular domestic security checkpoint as far as I could see in approximately 150 people radius.

TSA:

My family travels frequently, so we are no strangers to TSA security procedures.
Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey for AA Flt 324. I anticipated no issues due to the TSA pre-check.

I understand that I am a very conservative practitioner of my faith and my sincere beliefs lead to hassles from time to time. Due to my sincere beliefs, I refuse to pass through an AIT machine. I, as an adult and mother, accept the pat down and test for explosive residue due to this belief. However, I have NEVER before today, had my minor daughter separated from me and threatened with a pat down. My minor daughter is a virgin who has never kissed a boy and who does not have physical examinations by a doctor which include the touching and contact down by a pat down. We dress conservatively. We eat restricted diets and have limited physical contact with non-family members.

My minor children (b)(6) 9) (b)(6) (12) were cleared through the metal detector and separated from us. [Yes, metal detectors are permitted by my sincerely religious beliefs.] I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine.

As previously stated, for religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained (b)(6) was only 15, we had TSA pre-check, and that I was willing to undergo a pat down, but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion.

7/7/2014 8:30:57 AM

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated.

I practice criminal defense law and deal with harsh people and situations. Tears do not come to my eyes easily. Yet, being separated from my children and told that my sincere religious beliefs meant nothing and my family would remain separated brought even me to tears. My 12 year old was quite distressed and managed to crawl push through TSA agents to get the attention of the supervisor. (b)(6) [12] asked when we could be together, I told her I did not know and that TSA won t let (b)(6) through. Fortunately, something touched the heart of one of the TSA agents who then said they should not separate the family, mind you I was sobbing and (b)(6) (b)(6) were visibly distraught at the separation.

It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK -- merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security.

Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the

Disability Description: Caller os 82 and will have a wheelchair assist by the airline because he cannot stand to stand in line.

Information Request: Caller said he knows the airline can pull people out of the line and let them go through without the groping and scanning and he wants it done.
He heard he may not have to put up with it because he will have a wheelchair assist and he is 82.
He confirmed he can physically but will not use the screening equipment because he is afraid of it.
He said that AIT shows your bones.

He asked what about the PreCheck or Military getting to avoid the equipment.

He asked what TSA Austin TX has in place.

Caller said he wants to say that TSA is paranoid and it keeps people like him from flying.

7/7/2014 12:12:21 PM

Response Details: Passengers who use wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.
The Wheelchair attendant will get you through the line faster.

Since you will not use the equipment you must receive a Patdown.
The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time.
That might help you feel more at ease.

All travelers are screened in some way and the PreCheck travelers must use the equipment or have a patdown.
Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, and you may keep yours on as well. The PreCheck travelers may keep on light outerwear, and leave their laptop in its case.

It might depend on what equipment is in use on a given day but you cannot request to use a metal detector in lieu of the AIT or patdown.
I would not say the AIT shows your bones.
When he mentioned Military I advised all travelers receive some form of screening and if you will not use the equipment or have a patdown you would not be permitted to fly.

Agreed with caller that there are other modes of transportation for him.
I'm sure this won't help, but I would like to provide feedback on some TSA agents in the Las Vegas airport security July 5th, 2014 at noon on our way to our Delta flight. My wife and I were returning home from our vacation and were checking through security. The first agent we encountered that checked our boarding passes and ID was grumpy, but nothing we would not expect from the TSA in our travels. A 2nd agent that was directing people through the scanners was a complete jerk. She asked my wife if she was stupid after my wife removed her shoes to walk through the scanner area. Apparently this airport didn't require us to do that, but every other had up to this point. When I objected to the comment, she asked me if I was looking for trouble – I told her I wasn't but there was no need for the name calling. Of course, this got me the full pat down and check out and listening to her rant the whole time – I had nothing to hide so no big deal. There wasn't many passengers passing through, so it wasn't busy so I have no idea why she needed to be an idiot. I can tell you there were several men working the area that were very professional and gave her the eye roll when she was acting the way she did. There is no place in any airport for people like this and I hope she will be retrained to act professionally. I as a passenger realize they have a tough job, but if she can't handle it, she should be in that position.

7/7/2014 12:44:35 PM

(b)(6)

Caller flying to Guadalajara, MX and last time she ran into issues with TSA people because of an allergy, what documentation is required because she is allergic to latex. Stated the screeners refused to remove the gloves before they touched her items. She had to wait until last to board the flight and she is disabled.
The airline told her it was TSA and it was the same as here in the US.
Who would she have to call to find out the policies for MX?
Asked what kind of gloves TSA uses?

Response:

7/7/2014 1:01:42 PM

Travelers departing a foreign country are required to comply with the customs and immigration exit procedures of that country. Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

Travelers may call the State Department's National Passport Information Center at (877) 487-2778 or visit their Web site at http: travel.state.gov passport

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.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 7/7/2014 4:18:16 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Aex flight DL 3613 May 15, 2014

7/7/2014 6:13:11 PM

Aex-Atl-CLT
ticket:(b)(6)
I was a precheck I have 2 knee implants.
I fly every 2,3,4 months out of AEX
I have never been vilated like this. I left CRYING. I have 2 total knees I have a current RN license and currently practicing.
I know u know I have had a through background check. I go through the metal dector. I say I have 2 knees that will set it off.
How about start by wanding them 1st for the pat down. Then I got a slow rub down. Never wanded, I tried to hold it together when she was done I was so vilated. I went straight to bathroom crying all the way. My husband said he had never seen me like that after a pat down. Well he was getting the luggage and only say the end of
the rub down and knew something was definetly wrong with me.
Comments:I am asking yall to look & listen. I have 2 total knee scars I told her that so look. I have a clean background check in every way. Try wonding the knees cking under the bra for wire and moving on. I was pre checked. She was the only female on that shift.
I flew June 30th I was ready for her. I was going to ask for a man it was that bad. I felt like I was vilated and I had just gotten a crappy massage last time. I told the TSA female agents this time 2 very nice ones who appoligized and said it should not have been that way, plus I had precheck again.
Thank God for big airports and scanners.

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 7/7/2014 4:04:30 PM
Airport : LEX - Blue Grass
Date/Time of Travel : 07/06/2014 6:15 AM Airline & Flight Number : US Airways 4720 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :

7/7/2014 6:14:28 PM

Comment : I was traveling with breast milk and notified the TSA agent as I was going through the only security checkpoint in LEX KY. The agent was very polite and tested the breast milk The milk passed the screening and I was told it was fine but she needed further clarification on the ice pack. This was a store bought ice pack that had individual ice squares in it. Because some of the ice had melted in the hour drive to the airport she felt she needed to contact her supervisor. I was told by the supervisor that because some of the ice had melted and was now liquid (a very small portion)I could give it up or get a pat down and my bag searched. I needed the ice pack to keep the milk cold so that wasn't an option. Another option was to have each individual ice squares screened with a machine but would take too long. My complaint is that ice packs are allowed and just because some of the liquid melted (as ice can do) doesn't change that it is a permitted object according to your rules. It doesn't state on your website that the ice can only be frozen form only. I should not have had to get a pat down or my bag searched to be able to keep my ice pack for the breast milk. The agents were very respectful during the pat down but to have to go through it was an uncomfortable experience. I feel that TSA needs to clarify the rules for an ice pack to your agents and it should be listed on your website for travelers to view. The law protects breastfeeding mothers and TSA should accommodate what is needed to breastfeed our children.
Would you like a response? : True
Passenger's Name:(b)(6)
Phone Number :(b)(6)
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 7/8/2014 10:00:40 AM Airport : LAX - Los Angeles International Date/Time of Travel : 07/07/2014 12:00 PM Airline & Flight Number : American 2366 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/8/2014 10:31:18 AM

Comment : I had valid forms of ID, my passport drivers license and multiple credit cards, even an old drivers license that showed the names they questioned. The agents questioned me, made me feel uncomfortable, accosted me, singled me out and humiliated me in front of the entire soccer team and my daughter. This was my return flight. I travel every couple of months and never experienced such a horrible experience. I got a pat down, all my items gone through because he airline didn't print my entire name on my boarding pass. I have traveled to communist countries and never felt as violative as I did, it resulted in an asthma attack due to the stress.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

-----Original Message-----
From: (b)(6)
Sent: Tuesday, July 08, 2014 9:54 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: D-RFI - TSA Employee (b)(6) Coastal Carolina Regional Airport

The attached document is being sent to you on behalf of (b)(6) Any questions regarding this document should be sent to (b)(6) at (b)(6)

Thank you,
(b)(6)

7/8/2014 10:31:47 AM

(b)(6)
(b)(6) New Bern, NC 28563-0867
P: (b)(6) F: 252.672.5477
(b)(6)

If you have received this confidential message in error, please destroy it and any attachments without reading, printing, copying or forwarding it. Please let us know of the error immediately so that we can prevent it from happening again. You may reply directly to the sender of this message. Neither the name of (b)(6) or its representative, nor transmission of this email from (b)(6) shall be considered an electronic signature unless specifically stated otherwise in this email by a licensed attorney employed by (b)(6) Thank you.

Attachment:
Transportation Security Administration
Disability Branch

July 8, 2014

From: (b)(6)
Sent: Tuesday, July 08, 2014 12:28 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen; cc: Legal; Rajdeep Singh; (b)(6) Kiranjot Gill
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint on behalf of (b)(6) a Sikh air passenger and Beaverton, Oregon resident, whose civil rights were violated by the Transportation Security Administration on June 29, 2014 at Newark International Airport. Please see attached complaint and accompanying exhibits.

The Sikh Coalition and (b)(6) look forward to your immediate response. Thank you.

Respectfully,
(b)(6)

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7/8/2014 2:20:03 PM

(b)(6)
(b)(6) New York, NY 10004
Phone (Main) (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

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(b)(6)

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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Attachment 1:
Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties

Disability Description: Caller:
She has constant issues when flying. She is a breast cancer survivor. She wears a compression sleeve, head covering.

Information Request: She flew from Austin International to ABQ. She flew from Austin to Denver. She had to remove her hat and claims that her breasts were somewhat examined. What can she do to not get embarrassed or go through such difficulties at the checkpoint?

Response Details:
If a passenger s hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger s head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

Passengers are permitted to wear compression sleeves through TSA screening checkpoints and may be screened without removing the compression garment. However, a TSO must be able to determine that the compression garment does not conceal any prohibited items. TSOs are trained to exercise caution if a passenger s screening requires that the area covered by the compression sleeve or sock must undergo a patdown.

7/8/2014 3:27:47 PM

If a prosthesis or mastectomy bra is in a passenger s carry-on baggage, it is allowed through the checkpoint after it is screened.

The passenger should tell the TSO if assistance is needed before the patdown screening process begins. Family members, guardians, or companions may speak on behalf of the passenger to inform the TSO conducting the screening of the passenger s needs before screening begins.
The TSO conducting the patdown will be the same gender as the passenger. A passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant, or family member who will be rescreened once the patdown procedure is completed.
The passenger may ask for a chair to sit in if needed.
The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

TSA encourages all passengers to arrive at the airport early and to visit www.tsa.gov for more information before traveling.

RESPONSE Hairpieces
To Whom It May Concern:

I know this is something that should be reported in a timely manner, but it was traumatizing and took a little bit of time to process and be able to speak to my experience with the TSA agent in DTW airport. I am a female to male transgender individual who travels frequently for work and so I have gone through security at a number of airports including PDX, AUS, RDU, PHX and so forth. As a transgender individual who wears a spandex chest compression top underneath my t shirt, I have found it easier to go through the opt out and have a pat down. Well, the gentleman who completed my pat down at DTW went too far. For one when he was patting me down up to my groin area, his hand went beyond the point of resistance, he penetrated me as much as one can with clothes still on. Further, he took me to the back room, to further inspect my binder with no explanation. He brought another TSA agent and said where are the drugs and money. I assume he was trying to make light of a
7/8/2014 8:16:47 PM situation, but I was not amused and already traumatized. I also was uninformed as to why I was taken to a private screening room.

This is hopefully an experience that will not be repeated.

Thank you
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/8/2014 6:14:58 PM Airport : SAN - San Diego International Date/Time of Travel : 06/27/2014 4:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2
TSA Employee: (If Known) :
7/8/2014 8:17:44 PM Comment : After being singled out for my hair to be pat down I asked the TSA agent if they only pat down the hair of blacks and she responded that they do blacks and Jews. I feel this practice of singling out particular groups for extra pat downs is highly discriminatory and I feel this practice should be stopped or applied to everyone. Please consider my request and respond. Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Thank you for the prompt reply, however it does not resolve the issue at hand. I contend what agent (b)(6) did was intentional and with malice I believe the first time he touched my genitals was an error however the second time was most certainly not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agent (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

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

On Jul 6, 2014, at 4:15 PM, HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com wrote:

7/9/2014 8:52:18 AM

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

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

At airports nationwide, TSA has implemented 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 help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. 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.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

7/10/2014 8:28:33 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/10/2014 8:03:40 AM Airport : DLH - Duluth International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I traveled through Duluth with my wife and 1 year old daughter and because we had Gerber baby food and an unopened bottle of water for the baby. They flagged me additional security. I either had to open all the food and the bottle of water for a chemical test or do an additional screening which included a very thorough pat down and a personal chemical screening. It was completely humiliating to have to go through this all because i had un-opened baby food and bottle of water. After making several flights, Duluth was the only airport to request this.

I would like to know why? I thought we were able to travel with baby food and water if it was for an infant.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller indicated that she travels a lot for business and was enrolled in Precheck by Delta about 4 years. She traveled on Monday. ETD sampling of her hands tested positive. She received a patdown and her items were additional screened. She was then cleared.

She is traveling today and the Precheck indication is not on her boarding pass.She asked if her status has been revoked.

She has received the Precheck indication on her boarding passes for the past 6-8 months.

7/10/2014 8:53:11 AM

She wants to make sure that the the incident did not cause her to be placed on any type of Watch List.

I explained that standard, everyday use household chemicals can result in a positive ETD sampling. I advised that such an instance does not mean that she has been placed on a Watch List and that she is not longer eligible for Precheck. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport. She may very well be experiencing random selection, especially if she generally receives expedited screening regularly and consistently.

The Precheck indication is not what determines whether she receives expedited screening. This is determined when TSOs at the checkpoint scan the barcode of her boarding pass. She can still enter the line for Precheck participants.
http://www.tsa.gov/tsa-precheck/notification-tsa-precheck-eligibility

7/10/2014 9:31:11 AM

Caller wants to complain that the opt out experience at MDW was bad and he feels the TSO was distracted by his own personal cell phone and that it was inappropriate that he had to wait 10 to 15 min for a TSO to come and do the patdown.He also complained that he was not allowed to have his carry on items while he waited.
Informed caller that his description was precisely the SOP except for his cell phone concern.
I suggested he relay the complaint directly to the CSM through option 5 on the IVR.
The caller stated that he was calling about his return flight from LAS to ANC. He stated that he is in a wheelchair and he had to undergo the same screening process that he had to go through prior to getting precheck. The caller was upset about this because he paid 85 dollars for precheck and the screening process took just as long as it did before. The caller wanted to know what information I could send to him about this matter. The caller wanted to know if there was someway that he could speak to someone about getting the procedures changed for precheck eligible passengers in wheelchairs.

7/10/2014 7:22:46 PM

Advised the caller: All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening. Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Advised the caller that I could send him the information on wheelchair screening as well as the information that I just reviewed with him. Advised the caller that he would have to submit his suggestions via the website.

The caller was upset and he disconnected the call.

7/10/2014 9:02:29 PM

I am a 61 year old male, US citizen, living in Austin TX. Three years ago my wife and I went through the Trusted Traveler program. We were fingerprinted, had our eyes scanned, interviewed, plus paid the $100 to become a trusted traveler. Over these years that system and the PreCheck through many of the airlines has made the security clearance process much better for my wife and me. Here is my feedback that I think you should consider.

A year and a half ago I had a total knee replacement. I am still the same trusted traveler as you have approved me, but now with my new knee, I set off the older rectangular screening machines. So I always try to go through the Precheck line, as I should, but almost every airport uses the older rectangular machine in the precheck line. My knee sets off that machine every time, and your regulations require your TSA agent to give me a full pat down. Some airports, like Austin where I live, allow me to clear through the Precheck line, then they shuttle me over to the new machine that whirls around. I am fine when I go through that machine.

There is nothing more frustrating to me than to be in the Trusted traveler program, to have gone through all the screening at my own time and expense, but then to have to get a full body pat down, because of my knee. It is ridiculous, and a complete waste of your agents time as well. I understand that you use the older machine for the Precheck lane. And a few airports will allow me to move over to another line with the newer machine. But I was in Los Angeles (LAX) this last Tuesday, and had to go through a full pat down. Just plain dumb, embarrassing, and I hate it.

I would like someone's feedback as to why you cannot amend your rules as it pertains to this issue. I appreciate your prompt response.

(b)(6)

7/11/2014 8:23:09 AM

TSA-

My name is (b)(6) I'm a US Citizen from Utah.

I recently returned to the states from turkey/Greece. Of the 4 flights I've taken since returning I've been selected for a full body pat down and search.
I appreciate the security but it's getting kind of old, and time consuming.

Why do I keep getting this?

Thanks,

(b)(6)

Sent from my iPhone

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesnt want them yelling at him saying he has opted out. He says he doesnt want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they dont know what it is.
He is at the checkpoint right now and is requesting assistance.

Told caller
I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today.
I can help him for the returned flight, I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.
The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

7/11/2014 9:35:38 AM

He should ask the supervisor to help him with this today.
I told PreCheck had nothing to do with Wounded Warrior.

The only returned flight information I got was the flight number 1031 on 7-22-14.
He disconnected the call before I could get anything else from him.

He had stated where he was traveling to and from but I did not catch it from him, nor did I have the opportunity to ask again. He was at the checkpoint and unable to provide me the information I needed.

I called him back at 10:06 and left him a message and told him to call us back on the TSA Cares line at 855-787-2227 72 hours before his flight and let us request the assistance to help him with his screening. I told him to let us know what his concerns were and what he needed for us to know to help.

Wanted to make you all aware that this morning between 6:15 and 6:20 am at the delta TSA checkpoint one of your agents was absolutely out of line.

A large lady in a wheelchair was coming through the checkpoint with the help of an airport guard and it seemed like the lady wanted to stay in the chair and not walk though security. Onenof the TSA ladies said if she does that then shell have a pat down. TSA agent said "Rules are rules" with an attitude. So the lady got up to walk through the scanner and the same agent said very very loudly as soon as she stood "Its a miracle!"

It was so sad and embarrassing for the lady in the wheel chair. TSA agent was African american with grey in her hair with black framed glasses.

Thanks for your time.

7/11/2014 10:10:14 AM

(b)(6)

"NOTE: This e-mail, any attachments, and the information contained therein are confidential. The information contained in this email and/or any attachments is intended only for use by the intended recipient(s) and may contain trade secret or otherwise proprietary information of (b)(6) and/or its affiliates and subsidiaries (collectively, (b)(6) If you are not the intended recipient of this e-mail, any use, dissemination, distribution or copying of this e-mail, any attachments, or the information contained therein, is strictly prohibited. If you received this e-mail and you are not an intended recipient, please immediately notify (b)(6) and permanently delete the original and any copy of this e-mail, any attachments, and/or any printouts thereof."

Feedback Type : Civil Rights/Liberties
Categories : Age; Race
Current Date/Time : 7/11/2014 12:25:05 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 07/11/2014 4:00 AM Airline & Flight Number : Southwest-Flight 32 Checkpoint/Area of Airport : Southwest Checkpoint TSA Employee: (If Known) :
Comment : I am concerned about the search and pat-down that occurred this morning on my 17 year old son. My son is TSA Pre screened and approved, however typically this information prints on the boarding pass but did not today. Therefore, we headed through security since we were 5th in line and the airport just opened. My son went ahead of me. While I was stepping in the X-ray machine, I noticed out of the corner of my eye that a TSA agent was literally digging through my son's hair. I asked the TSA agent screening me what was happening as my son is a minor. She asked how old he was and then asked the other TSA agent to stop the search. I was also searched with a minor pat-down and told that "our hair" set off the alarm because it was "thick". When we were walking away the TSA agent directed the man who searched my son to calibrate the machine. My son is a 17 year old, 6 ft, bi-racial kid with curly hair. Does this mean that he should endure a search of his hair? Full parting of his hair on the top of his head(not a pat-down)? My understanding of TSA regulations that children should have a parent or witness present prior to search. Also, should be asked to reenter the screening process if the alarm goes off. My son was not asked his age, or asked if he could be searched, or asked to go through the X-ray machine again. It is my full belief that this TSA agent felt he could humiliate and disrespect my teenage son because he thought he was alone and unrepresented, therefore targeted for an unlawful search. However, this is not the case and the differences in our appearance should not forfeit the law. This event was very upsetting to my child and to myself. Especially knowing that our "thick" hair is what initiated a search and your machines were not calibrated before sending people through security.

7/11/2014 2:22:49 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is on the website and she is a pilot for Delta. She flew from DTW to SEA. She stated that she was harassed by a women coming through security. She asked if there is a video that could be reviewed. She stated that she had everything in the bags, and then her bag alarmed. She stated that she had to undergo a patdown.

She asked if she is being singled out as a crew member, She stated that her bags and shoes were sent through several times. She stated that she felt like she was being singled out, because everything was fine until she showed her crew member pass at the checkpoint. She stated that there was a police office at the checkpoint and he stated that he was not sure why she was doing all that screening. She stated that she was flying with her children and she felt boarder line harassed. She asked why she had to go through a patdown. She stated that she cleared the machines. She stated that she does not understand. She asked how she can report the matter. Westin Hotel Checkpoint connected to the airport.

She stated that she swabbed her hands twice, and inspected her baggage. She stated that the TSOs name is (b)(6) She stated that she felt as she was getting talked down to, and would not explained why she was getting a patdown. She stated that she feels as this was out of line. She stated that this took about 10 minutes total.

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.

7/11/2014 4:06:28 PM

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.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: DTW
Destination: SEA
Airline: Delta
Flight number and Time: 2423 @ 8:44 am
Terminal: M
Gate: A54
Date and Time: 07-11-2014 @ 7:30 am

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/11/2014 7:33:18 PM Airport : PHL - Philadelphia International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/11/2014 8:03:57 PM

Comment : I am based in Philadelphia and travel out of PHL, on average, once every 10 days. For 4 months now I have been opting out of the scanners because I am pregnant and my doctor advised me not to go through them. At first, I had no issues when making this request. However lately, TSA officials at PHL have taken it upon themselves to give me medical advice. Last I checked, it was not their job to do so...and I make sure they know that. However, I wish a supervisor would also let them know. Regardless of my reason, I have a right to opt out. Even without a pregnancy, if I just felt like it, I could. I don't need to feel as though I'm being ridiculed by them, or as though I'm a major inconvenience. During an incident this past Thursday, the woman to whom I made my request seemed so annoyed that she actually quietly announced "female opt out" 3 times, with a smirk on her face. After a full 10 minutes of this, and of other agents smiling at her antics, I had to ask another agent to please loudly announce my request. She did, and I was taken immediately by a woman who acted angry, then loudly berated me for wearing maternity pants because "they go up too high." Why is this acceptable? I understand that the X-ray technology might not be in these new scanners, but if my doctor tells me not to go through it, I'm not going through it. I don't need push back from TSA agents, I need a quick and courteous pat down. They might be able to see that I'm pregnant but they don't know my medical history or my reasons for opting out. I shouldn't have to defend my decision, and I'm getting quite sick of doing so.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wears hair extensions and went through screening this morning. She got a hair patdown. The male officer didn't tell her that she triggered an anomoly, he just asked her to proceed to the end of the ramp, where a female TSO then informed her she would need to patdown her hair. Caller wants to know if this is SOP. She also wants the name and address of the TSA Administrator.

Advised,

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

7/12/2014 9:20:34 AM

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Do not know how to go about this. Will try to be as brief as I can. On July 5 at about 1545 (3:45 pm) at Sea-Tac airport, my special needs son (b) who requires a wheel chair was basically violated by a male assist search. (b) does not talk, understands very little verbal commands, he is also hard of hearing (b) also can't stand to much physical contact. After his first outbreak of screaming, one supervisor came over and asked if everything was ok, my wife had a look of horror on her face as her son was being searched like a high profile terrorist. Shortly after this, the TSA manager came over and asked again if every thing was ok, by this time (b) has screamed two more times. Did they stop? No. After the screening was done, they walked away, with not even a sorry for this. Shortly before our son was done being raped by TSA, two other people in wheelchairs went through and they were not searched. This was so traumatic for us and our son, that it caused (b) to freak out at take off and scratch my wife's finger. We are shocked at this and feel totally violated. San Diego TSA was completely understanding and gave the bare minimal pat down. We don't know what to do, or who to contact. We are sure that there is video footage. Would you guys help. This was so wrong, they could've used a wand to wave him down standing up, only thing metal he had on was his belt buckle. I've contacted Seattle airport, nothing, sent this to the TSA manager in Seattle nothing, do you guys not have a heart?

7/12/2014 11:08:23 AM

Caller had an incident at BOS this morning. Caller stated that she brought a tube of sunblock to the checkpoint that was too large. Caller stated that there was a male officer that found it and then another male officer came over to further test the sunblock. Caller stated that she was in the far right lane to the wall and there were two female officers there when the patdown was done. Caller stated that she was patted down very intensely and they were very unprofessional and she does not think the manner in which they did the patdown was protocol.

Advised caller:
The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. TSA regrets if this was not your experience.

7/12/2014 11:17:45 AM

Airport: BOS
Airline: Southwest
Departing time: 8:00 am
Date and time of incident: 07 12 2014 07:15 - 07:30 am
Gate or terminal of incident: Southwest terminal

Caller stated every time she travels she has additional screening and the caller wants to know why she gets additional screening everytime. Caller stated when she goes to the boarding gate she gets additional screening. Caller stated she doesnt have any issues at the port of entry.

Advised caller the following information:

7/14/2014 8:49:07 AM

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.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. 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 board the aircraft.

Caller stated she doesnt have any other issues. Advised caller if she comes into the US she has to get screened by Customs. Advised caller if she gets denied boarding, has problems at the port of entry then there maybe an issue. Advised caller if she gets more issues then call us back

Caller flew yesterday from BWI via MIA to Barbados and in Barbados was pulled to the side for additional screening, she had to have a patdown and is concerned because she has never had issues with the law. etc. Asked if the additional screening is random? Stated she had to go through swiping of shoes, hands, checking her purse, etc.
She states there were SSSS on her ticket and she didn t think anything about it. She flew from BWI to MIA to Barbados without any issues.
Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur.
She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws.
Her father is ill and resides in Barbadoes and that is why she is traveling so often to and from Barbados.
Flies via American and will contact them for additional information.

Response:
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.

7/14/2014 11:07:40 AM

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.

Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

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

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

7/14/2014 2:02:40 PM	On July 2, 2014 I was traveling to Colorado flight 4858 with my 8 year old grandson and my 13 year old handicap niece. I was in the lane for wheel chairs and strollers getting ready for search when Officer (b)(6) (black glasses) check are paper work and tells us to hold on and walks to podium to the left and stations himself there leaving us with no explanation for good 5 to 10 minutes. In the meantime Office (b)(6) to the right of us is taking all the customers behind us before us; I ask her why she isn't taking care of us? She replies he told you to wait! Wait for what? I reply. She continues to ignore me and doesn't answer me and gets ignorant. When I walk over to (b)(6) and tell him what I am waiting for after 5 to 10 minutes he apologizes and tells me to walk to the left. When I get to the left and move my grandson along and follow with wheel chair Officer (b)(6) screams out, GET BACK! You need to wait! And talks some ill remarks under her breath. I reply to her that she has bad attitude, and needs to be more polite and the others before me need to be retrained. In the meantime Officer which I didn't get her name older middle age woman with red hair tells me that I am real classy for saying what I said. Are you kidding me, I'm thinking to myself, what does classy need to do with me telling her she needs to be more customer friendly and quit treating the travelers like ex-cons. Now once again they are taking the other passengers before me and my niece, in the meantime I have my 8year old grandson alone I not being able to see him with my valuables and in danger. Sure there is Officer suppose security but my trust for them caring for him is nil. I tell Officer (b)(6) hat I need to pass through to get to my grandson. Still not knowing what I am waiting for and tired of playing there game of were upset with you so you'll have to wait. This one passenger witnessed all that went on and told me I need to report them, they are just terrible and inconsiderate. (b)(6) (b)(6) On the other side I told one of the Officer what I am waiting for and she explained that Angelica my niece needed to be pat down. I understand that Officer (b)(6) should have called female to pat (b)(6) down and Office (b)(6) should have explained that to me; her words of venom should have been words of explaining and not putting my grandson in danger for silly game she was playing of rendering evil. Officer (b)(6) before taking all of the other people should have assisted me, if Office (b)(6) had something to do. The middle aged lady had no right to speak to me in that tone as well as Officer (b)(6) When entering Colorado it's amazing how they kept us all together and explained what they are doing. If they want to show people from out of town that Chicago is this big bad ass town from all the murder we have do it on there own time, people are on business or vacation trips not being under arrest and don't have time for there ignorance or putting kids in danger. Something needs to be done it's ashamed when flying out of that airport we need to put up with that, O'Hare no problem.
7/14/2014 2:54:15 PM	Caller was flying out of IAH and was required to go through secondary screening and the TSO treated her like she was guilty of something then tried to force her to have a private pat down without her husband present and was told that if she did not quit acting in a threatening way a LEO would be called.The TSO finally agreed to allow her husband to witness the pat down and again she was accused of acting in a threatening way.Caller claims she did not and she stated her husband witnessed it all.Caller stated she wished that she knew what a LEO was then so she could have had an officer present.Caller was flying on flight # 1550 United Terminal E.Caller also stated that her checked bag had a NOI and the outside of the bag was destroyed. Explained that TSA only has the bag for a brief period of time and we generally just slide the bag off the conveyor and onto an inspection table and therefore recommended she contact airline for baggage damage.Informed caller that the information provided would be sent to the CSM for investigation. The caller stated that on 07 01 2014 he flew with Southwest from PHX to LAX at approximately 9:40 AM. The caller stated that the only time his bag was unzipped was during his screening at the checkpoint. The caller stated that he was missing approximately about 140.00 worth of medications from his carry-on bag. The caller stated that there was a young, slim, black male that inspected his luggage. The caller stated that bag was not opened again until he got to his destination. The caller stated that he was in a wheelchair and received a patdown and a wanding. The caller stated that he was wearing olive drab shorts and Blackish blue T-shit and velcro shoes. The caller stated that has a white beard. He stated that he was going through the checkpoint at approximately 8:30 AM. The caller stated that his bag was a small roller bag, light tan in color with a rose bowl tag. The caller was very upset. The caller made the statement that he flew once and we did not allow to bring a walking stick on board the plane. He stated that he was not able to get it back either when he returned. The caller stated that someone had called and left him a message to call them back about the matter and he stated that he did 32 times and has not gotten a response. The caller stated that he would be flying again soon and wanted to know what he could do to prevent us from taking his medications again.
7/14/2014 4:43:41 PM	Advised the caller that his complaint was forwarded to the CSM at PHX on 07 11 2014. Advised the caller that the CSM may have not have time to look into it as it was the weekend. Advised the caller that he could call the CSM at: Name: Lisa Christenson Phone: 480-375 (b)(6) Advised the caller that just because we inspected his bag, does not meant that we too his medications and he should keep this in mind. This is why we are looking into the matter. Advised the caller that a walking stick is not allowed in carry-on and items that are voluntarily abandoned....this is as far as I got before the caller interrupted me so I did not have the opportunity to finish that statement. Advised the caller that he could call TSA Cares toll free at (855) 787-2227 prior to traveling with his itinerary information to make an RFA. Advised the caller that I appreciated him providing me with the opportunity to help him. I am forwarding this to the CSM again as the passenger was so upset about the matter and was unable to reach whomever called him back.

I'm sick to my stomach thinking about how I have to allow some perverted people look at my child's naked body, blast her little body with poisons, and handle her body sexually in order to fly across the country. I know that if I request that I be permitted to completely go through the scanners and examinations and groping so I can monitor her, the TSA agents will purposefully separate us. I know this because that is the way the TSA agents have behaved in the past. I'm dreading dealing with you perverts. You sicken me. If your actions actually made flying safer, maybe I would have some consolation, but we all know that it really is just fakery and indulgent republican bullshit. I hate you people and I hope every single one of you get a horrible cancer that eats you alive from the inside. I already know one agent who is dying from a hideous cancer her doctors have never seen before. It laid below her skin and above her organs and was really difficult to identify and even harder to treat. I laughed.

Thanks,

7/15/2014 8:27:39 AM

(b)(6)

McKinney, TX 75070

(b)(6)

Like our HYPERLINK (b)(6)

7/15/2014 8:28:20 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 5:02:07 AM Airport : DAL - Dallas Love Field Date/Time of Travel : 07/14/2014 5:30 AM Airline & Flight Number : Southwest/4266 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) (b)(6) Comment : My family was traveling with my 84 year old dad. We went through TSA screening at SJC, and PHX we had no problem and every one in our group was treated with respect and went through TSA screening with no problem until we went through TSA screening at DAL. My dad was traveling with us, my husband, my two daughters who are 15 and 13, and myself . We got to DAL the TSA lines were short and were moving fast. The four of us went through very fast. My dad was in a wheelchair, because he can't walk for a long time so when we are at the airport we always get a wheelchair. He was not given a choice to stand in the scanner. He is very capable of standing. He was then placed to the side of the scanner and we were told not to go near him. He sat there alone for a few minutes, while (b)(6) the TSA agent was asking other people if they could "do him" while walking back and forth around the conveyor belts, no one responded so he then went back for my dad. He was very rude and was acting as if my dad was being a nuisance. My dad is far from that. He then pushed my dad in his wheelchair to the side of all the scanners. He asked him to stand up while he wanded him my dad is over 6 feet tall the TSA agent was telling him to put his hand on the side of the wheelchair since he is tall it was had for him to do it so my 13 year old daughter went over to give my dad his cane and the TSA agent told her to get back and stand away from him. This took several minutes he was standing for a lot longer than it would have taken him to go through the scanner. So we were all waiting and watching (b)(6) the TSA Agent wand and pat down my dad not in a friendly manner. I understand and respect the rules of the TSA however I truly feel that this could have been handled more gently and definitely with more compassion. Seeing my dad and having his grandchildren see him being treated as if he was a criminal was not a nice way to complete a vacation.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller will be flying internationally with a 6 and a 10 year old. They have flown to England and to France on previous flights. Both times her son was selected at random for a patdown. She said that it was very upsetting for him. He is 10 years old. She wanted to know if once a passenger is selected for a patdown if their name goes into a system so that they get a patdown on other flights. She said that when he got the patdown a year ago he was not wanded and they touched his butt. She said that it was right up close and personal. She wanted to know if she would be within her rights to say something about the way it was being conducted. She asked what the TSA procedure is for minors who set off alarms.

I gave the following information: Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened; however, it is the Transportation Security Administration's (TSA) policy that children will never be separated from their parents or accompanying adults.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

7/15/2014 1:29:26 PM

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. If a child
12 years old or younger alarms either AIT or the walk-through metal detector, TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology.

I told her that TSA does not perform screening in foreign countries and I can not provide information on their procedure or give her advise on what she can do in a foreign country.
I told her that TSA does not put passengers who receive a patdown on a list to get patdowns on upcoming flights.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 11:49:11 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 07/13/2014 Airline & Flight Number : Delta 0723 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : I am 6 months pregnant, traveling with my husband. We arrived very early for our flight, had plenty of time and the security area was not busy at all. We went thru the security check point around 9:30 - 10:00 am.

When I requested a pat-down as opposed to going thru the metal detector, the employee (white male, brown hair, mid 30s)was rude, condescending and questioned me about 5 times regarding why I wanted the pat-down. He then told the other TSA employee (white male, white hair, maybe early 60s) to which he responded by shaking his head as if I were crazy.
7/15/2014 2:09:42 PM I am a frequent traveler, I've always complied with everything the TSA asks and have only asked for pat downs during my pregnancy. It is my understanding we are to be treated with respect, however the employees were very disrespectful and rude. I was just following my doctor's orders who advised better safe than sorry with the scanner and metal detector.
The lady who performed the pat down(African American, petite, maybe 30s or 40s) was very nice and said she would talk to the 2 men about their behavior. This event brought me to tears. I'm sure they'll remember the lady they made cry during the security screening. This was a very negative experience and feel that these employees would benefit from training. They are not medical professionals and they do not know each person's story. There is no need to treat us in this manner.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to file a complaint. She is at PHX right now. She said she went through security around 12:00 or 12:15. She was at checkpoint #7 and the TSA officers name was Misty. She said she was extremely rude. She could have got her information across without being so loud and rude. Caller said the tone of the officer was was rude and condescending. Caller said she opted out of the AIT and wanted the Patdown. She said she told (b)(6) she was ok with the Patdown. Caller said she told (b)(6) there is no reason to be rude. (b)(6) offered to get her Supervisor and the caller said she was hateful about that. She said she listened for Mistys tone with other people after that and it was different. She said the Supervisor came and she was awesome. Caller told the Supervisor she was great. Caller said she was just asking questions and the screener was rude and hateful. Caller said there are many incredible TSA people and there is no need for some to be rude. She said she appreciates the job they do.

7/15/2014 3:47:23 PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 15th, 2014 Went through security between 12:00 and 12:15 p.m.
Gate or Terminal: Checkpoint #7 Terminal C
Airline: Southwest
Flight Number: 2141
Airport: PHX
Email: (b)(6)

7/15/2014 6:23:47 PM

To Whom It May Concern,

I am 46 and have been missing my leg at the hip since 1980. I ambulate very well and have no complaints about your service until now. On 7/15/14 passing through security in FLL and was told I could not hop through the metal detector, sending my crutches through the X-ray machine, as I have for many years. While I hop very well,standing still without a firm handhold is difficult. Hence using the metal detector and not the bodyscanner. This inconsistency is where I believe many people, myself included, get frustrated with TSA procedures. I welcome your efforts and am glad security is being addressed. I have flown at least five times in the last several years and been allowed to opt out of the bodyscanner since there introduction. I don't mind pat downs or scanners, it is about consistency.

(b)(6)

Sent from my iPhone

7/15/2014 6:25:09 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 7/15/2014 4:26:04 PM Airport : TPA - Tampa International Date/Time of Travel : 07/13/2014 11:00 AM Airline & Flight Number : JetBlue 250 Checkpoint/Area of Airport : Security, Terminal A TSA Employee: (If Known) :
Comment : The TSA agent working at around 11 a.m. on Sunday, a middle-aged, blonde-haired lady, was trying to make people laugh as they were standing in the body scanner. One guy went through two people ahead of me and moved and had to get a patdown, and then the lady in front of me had to get a patdown as well when the TSA agent made her laugh and look in her direction during the full-body scan by making a noise that sounded like a duck call. I've never seen something so bizarre. It made the line screech to a halt because people had to be physically checked.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/15/2014 6:25:34 PM

To whom it may concern:

For your review and action as deemed appropriate. (b)(6) applied to the Redress program on 07/03/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Gilbert AZ US 85233

Email Address: (b)(6)

Phone Number: (b)(6)

7/15/2014 8:15:38 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 7:16:06 PM Airport : DEN - Denver International Date/Time of Travel : 07/14/2014 10:15 PM Airline & Flight Number : United Airlines 1743 Checkpoint/Area of Airport : Main security line TSA Employee: (If Known) :
Comment : Hello,

When going through security I had an epi-pen with me which is a prescription medication prescribed by a doctor. I told one of the TSA employees that I needed to have my epi-pen visually inspected instead of x-rayed, because per the manufacturer the "effects of an xray on the medication is unknown." See link here https://www.epipen.com/en/have-a-plan/traveling. I was then told that any liquid not being x-rayed meant I was essentially "suspicious" and would have to have all my bags, every pocket, contents visually examined and tested, as well as my shoes, and be subjected to a full pat-down. I asked again for clarification thinking that is pretty absurd, but was told the same thing. I complied just to be able to reach my flight on time, but I find it absolutely ridiculous to have to go through all that for a prescribed medication. Surely that can not be standard protocol? Especially since all my other items went through an xray scan and I had to go through a scanner myself. This medication is used when suffering from an allergic reaction and needed to prevent me from suffocating if I happened to have one. I just can't understand why the TSA would make someone have to go through so much additional screening for something like that.

Thanks
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/15/2014 9:10:54 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 8:53:21 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/15/2014 1:00 PM Airline & Flight Number : Alaska 2 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Blonde female, name unknown Comment : I currently need wheel chair help after having major reconstructive knee surgery. Because I have difficulty placing weight on my knee I require a pat down rather than the metal detector. Having traveled with this injury through a number of other airports, this was the first experience in which the tsa team failed to perform a full screen. The only step that was taken to ensure I was not hiding something on my body was the test in which a small cloth was wiped on my hands and brace to search for chemical substances I was then released with no full body pat down. I could have had something under my dress, jacket, scarf, in my shoes.
Furthermore, this is not my first failed experience with the Seattle tsa team. Over the past 2 years, I and two other friends have discovered that we were allowed to take through water bottles with significant amounts of fluid inside. This is unacceptable. Developing countries have better security. I travel a fair amount and Seattle easily has performed by far the worst of any of the airports I've been in.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/16/2014 10:28:10 AM

Caller asked about gate screening, what is the law with passengers having to comply, does he have a right to refuse?
Asked how he could speak with a TSA agent at HOU, requested contact information, phone #.

Response:
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.
As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

Provided to caller:
Name: (b)(6)
Phone:

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Remote Client IP: (b)(6)
Date Time: 7/16/2014 12:50:10 PM

7/16/2014 2:36:29 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta confirmation GB54DD flight 2161
Comments:I have afro textured hair and my hair was completely out, no braids or ponytails, just a big afro. I went through the screening machine (held my hands over my head) did everythign that i was asked but then I come out and i was flagged to have my hair checked. I asked for the woman to change her gloves and she threatened me with a private/get butt naked search. Its not fair that same gloves used to pat down peoples clothes, bags, arm pits, and crotches were then put in my hair!I have every right to ask that those gloves were changed. If your employees need to protect themselves with gloves why am i not allowed the same protection from strangers and whatever they are carrying on their persons, armpits and crotches?

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

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Remote Client IP: (b)(6)
Date Time: 7/16/2014 12:20:28 PM

7/16/2014 2:37:15 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tulsa screening area
Comments:You need to get a more sensible prescreening policy. I'm a DOJ employee with credentials and a TS clearance and i'm still sent through regular screening while random civilians get expedited prescreening. Then after I had my credentials in hand when I went through I'm secondarily screened and get my hands swabbed. While that delay is going on I can't get my laptop from the belt and I'm told by another guy I left my laptop unsecured. A fiasco all around that kept nothing secure at this airport.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/16/2014 1:42:01 PM Airport : TPA - Tampa International Date/Time of Travel : 07/15/2014 5:00 PM Airline & Flight Number : Southwest 526 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : unknown Comment : Yesterday when going through security in Tampa on my way home from business travel, I notified the TSA agent that I had breast milk with my carry on items and that I preferred not to have it go through the x-ray machine. He informed me I'd have to have a full pat down, have it screened and also have all my belongings gone through. I was unaware that this was the policy, but complied. The TSA agent that was going through my belongings informed me that I would not be able to keep my ice pack because it "wasn't completely frozen". This was beyond frustrating because 1) we were in Florida on a 90+ degree day, so of course it wasn't still completely frozen and 2)it was $10 that I had to throw away and something I really need. He offered a few quart zipper bags to get ice somewhere.

I later reviewed the policies on traveling with breast milk and no where did I find the specifics on "how frozen" the ice pack has to be.

7/16/2014 2:37:34 PM

I certainly understand that safety is paramount; however, I feel that it was completely unnecessary to force me to throw the ice pack away and strongly discourages mother's from being able to transport breast milk.

Regards,

(b)(6)

Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Response Details: Additional information can also be found at http: www.tsa.gov traveler-information civil-rights-travelers.

TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory.
Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information:
Contact information full name, telephone number, email.
Detailed description
o Airport
o Date and approximate time of the experience
o A description of the experience
o the names or description of the TSA personnel involved or witnesses, if available
o explanation as to how you believe this experience was discriminatory
If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his her behalf and to receive information concerning the experience.
For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http: www.tsa.gov sites default files assets pdf research

7/16/2014 3:48:22 PM

tsa_complaint_submission_form.pdf
TSA s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put RFI in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to:
Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Additional information can also be found at http: www.tsa.gov traveler-information civil-rights-travelers.

Incident Details: Caller said yesterday she and her husband flew out of Dallas FT Worth to LAX on flight # 869 at 4:20 pm and terminal 3 at 3pm and got in line and started security and she has major complaint and she was placed in hold nig room for 35 minutes and she does not know why and she did not gt apology from TSA officer. She said the officer asked why did they hold her because she had a purse and her meds. She said the caps were off the meds and she does not know if her meds were tampered with and she said they did a patodnw and she is 68 years old. She said she felt so violated yesterdy and she said they told her it set off an alarm. She said they did not tell her or her husband anything and sh sid they swabbed insider her purse, phone and inside her tote bag and ran them bck through and then had her take off her denim vest with no lining and she thought they were going to damage her vest. She said she asked them what was the problem and they told her they
Disability Description: Caller states he had testicular swelling due to surgery.

Response Details: Informed caller that I would forward this information to the CSM at Seatac for him and also forward this information to the disability specialist for more assistance.

7/16/2014 4:27:11 PM

Incident Details: Caller states he is trying to file a civil right complaints about an incident he just had at Seattle that also violated the disability act. Caller states he asked for a supervisor to come down and he refused to identify him self and informed his co workers to not give their names as well. Caller states he opts out of the body scanner and during the pat down they asked if their were any sensitive areas and he informed him there was and the officer did not respond to his information so caller requested another TSO. Caller states the supervisor began yelling at him to the point where he could not respond and he requested that persons supervisor. Caller states the guy in the suit threatened him and said he was not going to fly today and informed him he was going to have the police escort him out for refusing the patdown and then requested the police. Caller states he explained the situation to the police and the supervisor changed the way things were going and then allowed him to be pat down and also allowed him to board his flight but informed him that he was banned from the Seattle airport. Caller states he tried to gather information as to who was there but the supervisor denied him of any of there names. Caller stated he also filmed this incident with his phone. Caller states this occurred at 9:30 A.M. 07-16-2014 at checkpoint 2 at Seatac. Caller states his disability is testicular swelling due to surgery. Caller states they made him repeat his disability numerous times and threatened him with disturbing the peace after doing so.

To Whom It May Concern;

This is in regards to the BOS Virgin America security checkpoint. This incident occurred on Tuesday 7/15/2014 at approx 15:30 Hours local.

I have been in the airline business for some 33 years now. Because of recent knee surgeries, I am now subject to TSA pat downs at checkpoints that do NOT have known crew member.

More tech forward airports and more progressive airports have come out of "the dark ages" and have adopted the Known Crew Member. For whatever reasons, this Virgin America TSA checkpoint has not. Be that as it may, there appears to be NO consistent protocol(s) or policies applied, creating confusion amongst the TSA agents and the passengers attempting to pass through in a timely manner.

7/16/2014 6:20:22 PM Previously, at this checkpoint I've been told it's ok to keep shoes on and employee ID on during the pat down. Yesterday I was told to remove them. Previously, Prior to pat downs, I've been asked if I were in any type of pain. Yesterday I was not asked that question as the agent conducting the pat down squeezed hard on my arms and legs, in a grope like fashion.

I am reminded that airlines and TSA are MUTUAL PARTNERS in maintaining safer skies for both domestic and international commercial air travel. One would hope that when crew members in full uniform and ID are attempting to pass through these non KCM checkpoints that, some form of COMMON SENSE would apply. As previously noted, the continued inconsistencies and confusion at this particular checkpoint makes these TSA employees look like colossal blunders.

Thank you,
(b)(6)

Sent from my iPhone

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Thank you,
(b)(6)

Sent from my iPhone

Caller stated that she traveled from ATL and she had to go through additional screening. Caller said that she was traveling with med fast and she declared it. She stated that she has traveled with it before and it has never been a issue and she has never had to undergo additonal screening. Caller said that she had to get a patdown and ETD sampling of the gloves.

Resolution:
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.

7/17/2014 12:07:56 PM 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.

Advised caller it sounded like she was just pulled aside for additional screening and it wasn't related to the med fast. Caller said that the screening in ATL is always more strict. She said that they traveled from their previously and the officer was rude to her husband.

Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the GSM at that location.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/17/2014 12:45:00 PM

7/17/2014 2:11:48 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 874 MIA TO LGA 1:05 PM
Comments:Tsa agent escorted my underage daughter to a screening booth where they checked her fingers and screened her without me present even though she is a minor, was prechecked and I was with her! There were no questions regarding where her parent was and tsa was not at all apologetic about screening a female minor without her parents consent. It was humiliating for my daughter and embarrassing.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/17/2014 3:42:04 PM Airport : ORF - Norfolk International Date/Time of Travel : 07/14/2014 7:35 PM Airline & Flight Number : us airways 4064 Checkpoint/Area of Airport : us airways tsa screening TSA Employee: (If Known) : man working on the carry-on x-ray machine Comment : I always opt out of the body scanner and often find that while waiting for a long period of time (upwards of 10 minutes) my items go through the x-ray machine and then I can't see them on the other side. Doesn't this go against security policy that I'm losing sight of my items because I'm waiting to be screened?
On July 14th while going through security I was harassed by the gentleman running the carry-on x-ray machine about my choice to opt-out (around 5pm). This was rude but I have encountered it before and ignored the situation, as I am a scientist and understand how radiation works. However, when I asked about holding my items until they take me back for the pat down so that I can keep them in sight the man's attitude and aggression escalated. He was incredibly rude and completely ignored my concerns. I have encountered security in LGA where they allow me to hold onto my items until I begin the pat-down so I can keep them in sight. The lack of professionalism and the security risk this man's actions represent is incredibly disturbing. I really think TSA needs a better protocol for passengers opting out of the body-scanner.
7/17/2014 4:13:01 PM
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/17/2014 2:15:24 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 07/09/2014 3:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I always "opt-out" of the machine so I am familiar with the normal procedure regarding the pat down. The agent who performed the pat down on me during my last trip did (2) things inappropriately. #1 - She made me lift up my shirt to expose my stomach. Another agent had to yell across the way to tell her to allow me to put my shirt down after she was almost done with the screening (This was not a private screening). #2 - She checked each leg more than once and had her hand all the way up my leg forcing her hand to touch my pants where my vagina is.
7/17/2014 4:13:14 PM
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

My name is (b)(6) I have been a Type-1 diabetic since I was six years old (decades ago). I travel very frequently and every time I approach the security checkpoint I am very frustrated by the false information I am given.

I wear an insulin pump and a continuous glucose monitoring (CGM) device. I am frequently told by agents that is is fine to go through the scanners. They are downright insistent that I can do so. This flies in the face of my doctor's instructions and the manufacturers of my devices.

So every month I "opt" - out (which is misleading terms since I have absolutely no option here). My items go through the x-ray machine without me and I stand in a corner waiting for someone to check me. It takes a long time while my items languish unattended to at the end of the belt. It is often out of my vision. Sometimes it takes quite some time to get a female assist agent. THEN when I am frustrated, I am met with a condescending attitude as if I have made this choice for myself. Your agents work to discourage folks from getting a pat down.

7/17/2014 6:08:59 PM

I'd like to tell you that this is a rare occurrence, but it is not. On an average of 24-34 flights a year that I take, this happens very close to 50% of the time. Some offer advice in a friendly manner - but the advice is still wrong. The most recent incident was on 7/13 at Portland, ME when the very pleasant female assist agent insisted that I should go through the scanners. She sees them all of the time.

Sure, lots of folks wear insulin pumps. Do they fail every time they go through? No, but they do fail. TSA agents are in no position to advise if it is safe for my insulin pump.

Correct this please. And by correct I mean stop your TSA agents from giving medical equipment advice that clearly flies in the face of doctors and manufacturers of such devices.

Thank you,

(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 7/18/2014 6:53:35 AM

7/18/2014 8:23:34 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ua4643 tulsa 7/18/14 approx 0515.
Comments:When I confronted the TSA agent he lied to my face about what he had just done. When I called him on it he gave me a hateful look. He then asked another agent to get a supervisor. I cleared security before the supervisor arrived.

Caller said that she had an uncomfortable event with TSA on July 10, 2014 at the Medford, OR airport at 6:40 pm. She was selected for PreCheck. She had 8 - 5 8 gram containers of essential oil. She asked for the essential oil to be hand inspected. She said that she did not set off an alarm, however, she was given a patdown. She wanted to know if all passenger who ask for a hand inspection of essential oils are given a patdown. She said that three other people who had essential oils were not given a patdown. She asked who makes the decision as to whether or not a person gets a patdown. She wanted to know how that decision is reached. She asked what they are trained to do. She wanted to know how to avoid getting a patdown. She said that she has gotten a patdown many times in the past. The person who performed her patdown was (b)(6) She said that she was very aggressive. She stated that she bounced her hand into her crotch twice and she touched her breast and her bottom. She said that she was molested as a child and when she got on the plane she had a PTSD event. She asked for a supervisor to make a complaint after the patdown and the supervisor was the person who did her patdown. She stated that she was touched excessively and it was very uncomfortable. All of the items in her purse where checked and things were unwound and they were not put back the way she had them. She uses the essential oils in her business and for her health. She flew on Alaska Airlines flight 2090G. She wanted to know how to give feedback about the making rules for TSA.

I gave the following information: 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

7/18/2014 10:42:38 AM

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.

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.
If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.
I advised her that the screener makes the decision as to whether or not a passenger will get a patdown. I told her that I do now know how they reach that decision or what they are told in training to base the decision on.

I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

Caller wants to know if she can carry on a dress and if she is allowed to ask for a private screening of her cat.She always has trouble at MDW.
Explained that TSA does recommend a garment bag for expensive clothing.Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

7/18/2014 11:13:59 AM

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Disability Description: Callers grandson (b)(6) is a type one diabetic. He is three years old. He has an insulin pump and a CGM . He has two needles in his thigh. He lives in Baltimore. His daughter and grandson will be flying on August 16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

Information Request: He asked if I think that she should file a complaint. He said to give him the information on filing a complaint and he will give it to his daughter in the event that she decides to file a complaint. He wanted to know what she can do to avoid this in the future. He asked if they will give a baby a patdown. He wanted to know when they should request a PSS.

Response Details: TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger s insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger s hands. If explosive material is detected, the passenger will need to have additional screening. .

7/18/2014 2:17:09 PM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.
A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
The passenger may ask for a chair to sit in if needed.
The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Dear TSA:

If you want to have some credibility, I hope the man, (b)(6) who impersonated a TSA agent and groped women at SFO in fake pat downs is given prison time. He definitely committed a sexual assault among other things. As a woman who flies through SFO, I am quite upset that something like this could happen. He is a sexual pervert.
This incident only garners more support for the notion that TSA agents are not really effective and they are just a sham to make it look like there is security.

7/18/2014 2:18:41 PM

(b)(6)

Walnut Creek, CA 94597
(b)(6)

The caller was informed by a TSO supervisor that the only medical exception for the AIT was a pacemaker. She refused to allow him to opt out, and he requested the contact information for the CSM. He also wanted to know if this information was correct.

Advised Caller:

7/18/2014 3:41:02 PM

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.

I provided the contact information for the CSM:

Name: Danielle Bean
Phone: 310-242-(b)(6)

Hello-

I would like to report a procedural problem at your DFW location (approximately Gate 20). Yesterday (17 May 2014 about 1430), I processed your TSA checkpoint with Pre-checked designation along with my 9 month old daughter. As you might expect, it is difficult traveling with an infant and your TSA procedures made it significantly more difficult. I presented my Active Duty military ID for identification and the initial screen went well to include the initial screening of my hands for explosives. The problem came at the point where my daughter's formula and 3.9 oz Mott's applesauce was examined. Your screening machine indicated the sealed by the manufacturer applesauce was an explosive as well as the next two 4 oz bottles. At that point, I felt like I was treated like a criminal. I was given the choice to wait 45 min- 1 hour for a specialized bomb team to arrive and deem the products safe or I could throw the items away. I volunteered to eat/drink the products or give them to my daughter to prove they were save, but "that is not procedure!". The next step was to advise me that they needed to pat me down; I couldn't touch my daughter (or any of my other possessions) and received what felt like an eternity of instructions and an option for private screening. All my possessions (all baby stuff) were examined for explosives, my shoes were removed and scanned and I was asked to have my hands re-examined. At this point, I've been trying to get through the checkpoint for half an hour or so and I just wanted to be done. I finally consented (with a tone of hostility by now) to throwing away the bottles and the applesauce and got through the VERY thorough pat down.

7/18/2014 4:08:54 PM

Here are my frustrations:

What is the Pre-check process for if it doesn't give me the benefit of the doubt?

I was holding my baby, going through with baby stuff. Other than your obviously faulty screening device, there was NO reason to treat me as a threat. If I had not brought back up formula, my baby would have been without food!

As an Active Duty Major with a Top Secret clearance (vetted for trustworthiness) I feel I've likely been more thoroughly screened than most of your screening personnel and was treated like a criminal.

Worst TSA experience I've had since mid-September 2001

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 7/18/2014 3:20:06 PM

7/18/2014 4:09:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):July 12th, 2014 at Chicago O'hare International Airport, Lufthansa flight to Germany at 10:30 PM
Comments:When I was going through security I noticed a TSA employee, male in his mid 20's with a beard ,staring at me. He walked up to my line and said that they were closing down the line, and moved my line to the body scanner. An unattractive woman went in in front of me and the person who was initially in charge of my line(also male) looked at the body scanner screen, but the one who told the line to move over did not. Then, when it was my turn, the man who moved my line and another male employee, as well as the one who was initially in charge of my line all came and looked at the screen and one said "Would you look at that" while staring at my scan (which they also had me redo because my bare, uncovered arm moved), and then the man who moved the line and the other employee who came up to the screen walked away before the rest of the line went through the body scanner, which the man who was initially in charge of my line continued to scan on his own. So this employee targeted me, put me in the scanner, made an inappropriate comment, and walked away.

To whom it may concern:

Unaware of the large bottle of sunblock in my bag from the previous weekend at the beach, I walked into the security area at Boston Logan International Airport (Southwest terminal). I had made this kind of mistake before, but on that day everything would be different.

I passed through the body scanner without a problem, but of course my bag was put to the side. A man came and searched it and immediately found the sunblock. A second man came to inspect the sunblock and later returned to say it was fine and I could take it on the plane if I wanted. The First TSA agent told me that I could not bring it on the plane (which I said was fine) and then inspected my bag for bombs. Everything was clear but I was told I would still need a pat down. When I asked why, the man told me it was a new procedure they were following. I then got quite a pat down indeed, the woman touched my breasts and groin and I was reduced to tears.

At this point my flight was boarding so I had no time speak with a supervisor. I later spoke with TSA agent at other airports and they told me this was definitely not the correct procedure and suggested I complain. After returning to Boston airport, I spoke with another TSA agent who first instructed me that I had no rights (including the 4th amendment) upon entering the security area but agreed that it was strange that I was pat down, considering I had gone through the body scanner without a problem. She then volunteered to look at the security videotapes and try to figure out what happened.

7/18/2014 7:55:17 PM

After several calls back to the airport the following week, I finally got a hold of her again. She explained to me that a new procedure had been implemented and are being implemented at airports all over the country, and soon all of the them will be doing this (though not all terminals at Boston were doing this!). This new procedure dictates that if any bag sets off the x-ray machine, it would be searched and the owner of the bag would be given a pat down.

She agreed that it made little sense to administer a pat down after going through the body scanner, but rules are rules. I told her I was concerned that it was a violation of my 4th amendment rights (and therefore the pat down was sexual assault), but she again explained to me that I had no rights in the security area of an airport.

I strongly suggest that you rethink this new policy.

Thank you for your time.

Sincerely,
(b)(6)

To Whom it may concern,

On the morning of Wed Jul 16 at apx. 9:30 AM at what I am told was "check point 2" at the sea-tac airport, I had an embarrassing and I believe illegal incident with the TSA.

After opting out of the body scanner (as my medical condition would flag me for screening anyway) I was approached by an employee who informed me that he was going to be going up my inseam until he "meets resistance"; I informed him that my medical issue has given me great sensitivity in the area and that he needed to be careful and not handle me roughly.. he again repeated the line about meeting resistance and to confirm he understood how sensitive I was I confirmed that my inseam would be the first thing he would encounter, I just wanted to make sure he would keep going to the point where i felt pain.

He refused to acknowledge my concern, and then changed his speech about "meeting resistance" to "until meeting resistance against your body" at this point I was sufficiently creeped out that I asked for a supervisor and asked for another screener.. After being lectured by the checkpoint "supervisor" (a fat latin looking guy, with a mustache) about my medical condition and "non-cooperation" i demanded he get his supervisor.. he continued to berate me and my only response at this point was to calmly repeat "sir, i think you need to get your supervisor now".

7/18/2014 7:55:54 PM

I must have done this 30 times until eventually a man (thin black gentleman with glasses), when he arrived he again made me explain my medical condition in front of everyone at the checkpoint (i'm now getting very upset) he then informs me that he won't let me fly for "refusing" a pat down.. however i continued to ask him how i refused and continued to inform him that I wasnt refusing.. I even clarified that if it was their need to brush their hand against my testicals that they only needed to tell me that this was the requirement and I would have submitted just to get it over with.. but they only continued to say "meets resistance" and somehow my clarification of my condition was refusal.

the "tea supervisor" (the black guy) then informed me that he was going to call the police on me; prevent me from flying and would have me ejected from the airport..
when i informed him that he was violating my rights under the ADA he told me he didn't care and we waited for police to arrive..

After i explained the situation to the officers and that it was a violation of the ADA the black gentleman approached again without any solicitation and said "since your being nicer now i'll let you fly". I asked the gentleman for his name, business card or some form of identification but he refused.. when I asked another checkpoint employee what his name was the "supervisor" began telling them not to answer me and would only say "he's my supervisor and told me not to answer"..

After *finally* being patted down and told i was free to go, I again began demanding names and he wouldn't provide anything but the TSA 800 number.

I began getting my phone out to record the situation at this point because I was told I was free to go.. so i was allowed to touch my belongings..
at that point the black gentleman told me i was not free to go so that he could force me to put down the phone so i couldnt take his photo so that i could report him since he refused to provide his information.

At this point the black gentleman told me that I was "trespassed" from the airport and I could never return.. as far as i understand his "trespassing me" for simply having a medical condition is illegal.. and i intend to file suit is some action isn't taken.

once i was finally released from the checkpoint i again attempted to photograph the people involved. these pictures are attached.. the guy with grey hair and blue shirt is the "checkpoint supervisor" obviously... and in the other photo is is the black guy behind the guy in the blue shirt (he's obscured.. but i believe this is enough to identify him

Caller has a complaint about screening at DFW. Caller would like to know about what the procedures are for medically necessary LGAs to be screened. Caller is upset because a TSO put everything back through screening and she had additional screening because she didn t declare her yogurt as medically necessary. Caller states that two supervisors came over and told him that he did not have to do all of the screening he did and that he should stop, but he didn t. Caller states that when the TSO was doing secondary screening and her threw her belongings all over the desk. He tested everything in her bag for explosive traces and did a hand inspection of all her carry on items. She was made to remove her shoes and get a patdown after she had already cleared the screening. Caller is in Precheck. Caller states that the TSO was attempting to prevent her from finding out his name, but she got it from a supervisor. She states that she filled out a complaint card at the checkpoint, but feels sure that the card was disposed of as soon as she left the checkpoint.

Airport: DFW
Airline: Delta
Date Time: 07 18 14 2PM
Terminal E
TSO (b)(6)

7/19/2014 9:21:28 AM

Advised caller:

Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a 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 Transportation Security Officer at the checkpoint 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.

Please review information on your website re imaging screening with insulin pumps. From your site:

Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

Pump manufacturers and other web resources all indicate that insulin pumps and continuous glucose monitoring sensors must be removed before going through imaging security. HYPERLINK (b)(6)
(a leading manufacturer of pumps gives very detailed information about airport security.

7/19/2014 10:05:00 AM

I am well educated about my diabetes and my insulin pump. TSA agents at FWA tried to convince me that I could take my pump through the body scanner but not the metal detector, when I knew the opposite was true. I finally received a pat down, which was fine with me. I have experienced this same scenario every time I fly out of FWA.

I would hate to think that TSA agents would convince a less educated pumper to go through the scanner and risk damaging their pump. Pumps cost thousands of dollars. Please revise your website to provide more accurate information and reeducate your screeners.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

Sent from my iPhone. Please excuse typos.

7/19/2014 10:05:53 AM

I am rather disturbed by an incident that occurred during the TSA screening at the Missoula Montana Airport this morning. I recently had a brain tumor removed and have a plate in my head and have had my doctors recommend that I do not go through metal detectors or radiation x-ray type equipment. Therefore when I travel I ask for a pat down rather than going through the machine. Appropriately a female officer (who was probably close to my age) came to give me the pat-down. However this woman took at least 5 times longer than any other pat down I have ever had. She was very invasive and multiple times went back in to my groin area (pushing/probing hard enough to hurt) as well as my bra area. I was wearing the same casual travel clothes that I usually wear when I travel to my Dr appointments in Las Vegas. I was disturbed but I did not feel that I couldn't say anything to this woman because she was exercising her dominion and power. Perhaps the problem was exacerbated by the fact that my speech is now slow after the surgery. I felt like this woman was very disrespectful. Her hands went into the top of my pants below the waiatband. She commented on my underwear. I felt like this was so inappropriate. Certainly if someone has slow speech that is no reason to treat them without respect. I am a former college professor with a PhD. I have dealt with people all over the world in many difficult situations in the past. This is probably the first time I have ever felt intimidated and compromised in a public setting. I did not ask for a private screening as I have never had an experience with a pat down that made me feel extremely uncomfortable. However my experience this morning is still bothering me and I would hate to have anyone else experience something similar. I am NOT seeking to get anyone in trouble. Most of the TSA workers I have encountered have been very good to work with, and respectful. I don't really know how to handle a similar problem should it arise in the future. I travel through the Missoula Airport very frequently. I am concerned that I may encounter the same worker again. I am unsure how to deal with this woman. As it is, I said absolutely nothing although she was extremely aggressive in her pay down and inappropriate. Please advise!

7/19/2014 10:07:03 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/19/2014 3:30:51 AM Airport : LAS - McCarran International Date/Time of Travel : 07/18/2014 5:20 PM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Security Gates D/E TSA Employee: (If Known) : Name noted on comment card at airport Comment : This is a follow up to a comment card I filled out immediately after the incident occurred, on which I did not have time to go into detail. After placing my personal belongings on the belt to be scanned, I asked to opt out of the full body scan. There was not a large crowd, so I did not expect for it to be a problem. However, the male officer standing to the left of the scanner was visibly annoyed at my request. Facing away from the area where the female officers were standing, and speaking only loud enough for someone near him to hear, he said something to the effect of, "Female officer needed for opt-out." I looked around, and no one seemed to have heard him. He motioned for me to stand to the side and I waited. He let few passengers go ahead of me before he turned slightly and said it again a little louder. This time, I saw a female officer over by one of the monitors look up briefly. By this time, my bags and containers were through the scanners. A few more minutes passed, and the female officer who looked up previously came over and said in a flat tone, "Okay, let her in." The male officer opened the side gate and I walked past him towards the female officer. By this time, my belongings had reached the end of the conveyor and the containers were started to pile up on one another. I remembered in SFO that they had asked me which items were mine, so I started towards the belt. The female officer snapped at me to stay where I was and to lift my arms. She then started to roughly run her gloved hands over the surface of my clothing without saying a word except to tell me to spread my legs. She ran her hands up my legs into my crotch from the front and the back, striking my external genitalia a total of four times. When she finished, she told me to stay there again and then went to test her gloves. She returned to where I was standing and said, "You can go now," and walked briskly away. Normally I would have thanked her, but I had no desire to speak to her as I was quite shaken. This was nothing like the civil and humane treatment I had received at SFO. I walked over to the conveyor belt, where luckily my laptop and other belongings were unharmed. My driver's license was not where I thought I left it so I stopped to look for it. It was then that I decided that I should get her name, but I couldn't get close enough to her to see it. So I walked to the nearest security kiosk and asked the officer if he could tell me her name. He then asked me if there was a problem and I said yes and briefly described what had happened. He asked me if I would like to fill out a comment card, and I accepted. He wrote the name of the female officer on the top and said that it would be reported to the proper authority. However, I felt that I should provide more detail about the incident in the hopes that these types of incidents may be avoided in the future. Please understand that I am not the type of person who is easily offended. In fact, it does not even bother me to be subjected to a public pat down. But in this case, I was handled with excessive roughness. Thank you for taking the time to review my complaint.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

COMPLAINT NUMBER ONE: Caller flew yesterday from DEN to Salt Lake City then to Phoenix. He had 2 pieces of checked luggage, a Kevlar case and a Pelican case. He said this time he had some mementos that he put in his Pelican case. He said he had a book and some pictures. He said he had a NOI in his bag. He said the book and pictures were trashed. He said the book is destroyed and the frame of the picture was broken. He said he had 2 TSA locks that were opened and put back. He said they went through both bags. He said he did not want to file a claim. He said the items are not replaceable. He said they are memories, written down, and given to him by his grandmother. He said he was very upset and mad when he saw the destroyed items. He said he would like someone to know about this.

COMPLAINT NUMBER TWO: Caller said his wife was flying last week on Allegiant Air from Mesa Gateway to Minneapolis. He wife was in the background of the call giving him her flight information. He said his wife is Norwegian and in her 50 s. He said you can tell she is not a terrorist. She was pulled aside and the agent said you know what we are going to do. She said she agreed for them to do the patdown because she was afraid she would be late. He said she told him that there was nothing showing on the AIT that alarmed. He said THEY were laughing at her later. He said one of the agents went in her inner thigh and almost touched her privates. He said they patted underneath her breasts and lifted them up. She said they groped her. He said she told him she felt so violated. He said they did swabs on her feet. He said he said he wanted to report this because of the way his wife was treated and because they groped her.

ALSO: He said he travels all the time. He asked what does he have to do to get PreCheck. ALSO: He asked if he would get PreCheck with a Trusted Traveler program flying internationally and if the other was just for domestic flights.

RESPONSE NUMBER ONE: I will be sending your information, you just gave me, as a complaint to the CSM at the Airport in DEN. I would like to apologize for your damaged items. They are to return your property back the same way they found it. Thank you for calling TSA to let us know about the incident.

7/19/2014 10:30:01 AM

Date and Time of Flight: July 18th, 2014 Departed 1:03 p.m.
Gate or Terminal: Gate C42
Bag Description: Large Pelican Case 1640, Pelican Brand, Black, 2 wheels and a large retractable handle
Bag Claim Number: (b)(6)
Airline: Delta
Flight Number: 4479
Airport: DEN
Email: (b)(6)

RESPONSE NUMBER TWO: I will be sending her information as a complaint to the CSM at the Airport. I do apologize that she feels she had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.
Date and Time of Flight: July 1th, 2014 Departed 8:30 a.m.
Gate or Terminal: Only One Terminal Only One Gate
Airline: Allegiant
Flight Number: 136
Airport: Mesa Gateway
Email: (b)(6)

RESPONSE: You can go to tsa.gov to find out more about PreCheck and the CBP TT programs like GE and our TSA Application Program. You would be eligible for PreCheck flying domestically and internationally in either the CBP program or the Caller was looking to see who she should speak with. She has had several security issues, when she walks through security. She said its mostly sanitation problems. She stated that she is a police officer, she just came through the Philadelphia airport, the TSA agent just patted down someones feet and . Then at ATL there was an issue with the machines alarming everyone, one person was telling her to do one thing and the other telling her to do something else then the officer did not change her gloves and went to pat the callers head down, so she asked the officer to change them and the officer screamed at her that she didnt have to. She doesnt understand why TSA officers are so rude to people, she said sometimes she gets precheck and others she doesnt. She doesnt believe its fair that sometimes passengers are hardly screened and others are patted down and treated awful. She wants it fixed. She stated its disgusting that an officer would patdown someones entire body and then come to another passenger with the same gloves on. Caller said she has went to the Supervisors multiple times but nothing ever happens and she wants something done.

7/19/2014 11:44:45 AM

Apologized to the caller and told her that the officers should never be rude, they also should remove their gloves whenever she asks them to do so. Explained that I could take the information from both airports and send it to the CSM at each of them. However if she would like it to go higher, she will have to send the complaint to headquarters at the following information: All mail intended for delivery to the Transportation Security Administration s headquarters should be sent to the following address: Transportation Security Administration 601 South 12th Street Arlington, VA 20598 . Told the caller to provide her contact information in case they needed to contact her at all.

Caller states that he and his wife flew from SJU and requested a private screening. During the private screening, he was requested to submit his backpack through the x-ray machine. Caller states that he has no complaint with the patdown. Caller states that when he opened his backpack today he noticed that he was missing a ziplock bag. Caller states that contained in the bag was a month long set of a pencil and roller ball pen that was in a leather case. Caller states that the pens were black with gold clips and gold tips and the other set of pens was a set of cross pens. The caller states that in his month long set he removes the cartridge so it does not leak. Caller states that the wrapping that he used to wrap the pens was left in his baggage but the ink was missing.

JetBlue 304
Date Time: 07 13 2014 at or around 1130
Gate Terminal: Gate 26 or 27
Baggage Description: High Sierra with a front compartment, a middle department for carrying a laptop, and a back portion. Caller states that the backpack is black.

Advised Caller:

7/19/2014 1:37:39 PM

Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

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

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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.

Caller traveled from the Bogota to ATL 2 days ago at about 11:45. She arrived in ATL at about 5:30. She was tired and her son was given a juice in the plane. They placed the juice in the bag and she was unaware it was not allowed in carry-on. She had chocolate and candy in the bag as well. She had jewelry that went missing at some point during the whole situation. She went through CBP with no issues. When they arrived to the checkpoint, the TSOs detected the candy (no liquid) and they made a scene and had her go through additional screening. She had money in her stomach because that where she keeps it. They made it seem like she had drugs. Two female TSOs of African American decent performed the patdown on her. She was embarrassed by the way they dealt with the situation. She felt abused and violated. They touched her intimate parts, she didn t specify how but she made it seem like it was very aggressive. Her son has psychological issues. The whole thing disturbed him to the point that he was crying. The jewels that went missing are valued at about $200. She called Delta and they said that it was out of their hands because it did not happen on the plane. She has respect for the country and security but she felt that the TSOs don t need to be so rude. She feels that there is no respect for passengers or children. She stated that she felt discriminated by the African American TSOs because she is not African American.

Airport: ATL
Airline: Delta
Flight Number: 982 bogota to ATL, 2481 ATL to OK
Departure Time: 810 am
Arrival Time: 930 am
Specific Location (Terminal-Gate): N A
Individuals Contact Information (phone number-email) (b)(6)
Persons involved (if calling on behalf of someone) (b)(6)

7/19/2014 3:52:19 PM

Response:
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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 Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Dear Sir / Ma'am:

First off thank you for taking your time read this concern.

My little sister attends the U.S Naval Academy at Annapolis, MD. Since these young men and women have to travel in their dress uniform, some with metal pieces, set off the alarm.
Every time she walks through security at MCI she is asked to remove her shoulder boards and belt. She refuses because it's a disgrace to the uniform to do such things. Then she has to go through the humiliation of a full body pat down. This always takes time and she is always the last one to board her plane.

Is there anything we can do so this does not occur again?

7/20/2014 9:36:12 AM

Respectfully,

(b)(6)

U.S Air Force
National Guard

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/19/2014 9:30:55 PM Airport : SAN - San Diego International Date/Time of Travel : 07/19/2014 6:15 PM Airline & Flight Number : Frontier, Flight 558 Checkpoint/Area of Airport : Entire Security Checkpoint TSA Employee: (If Known) :
Comment : I am absolutely appalled at the level of rudeness and unprofessional behavior of all TSA agents throughout the checkpoint. Basic questions were ignored and instructions were yelled abruptly and incoherently. After going through the scanning machine, the agent I approached (a Mexican male) did not make eye contact and did not say a word to me. I assumed I was clear to retrieve my belongings, and as I continued he told me in an aggressive manner to stop and turn around so he could pat down my back. I did so, and the physical pat down was forceful and uncomfortable.

7/20/2014 9:39:04 AM

The entire experience was appalling, the wait time was long, all agents appeared unwilling to appropriately and effectively do their job, and I will do everything in my effort to avoid coming through this airport on any and all future travels I have to California.

As I sit here at my gate, I'm flustered and, frankly, pissed, that my vacation ended in such an unpleasant way.
Would you like a response? : True
Passenger's Nam (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 7/20/2014 5:26:37 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 07/20/2014 5:45 PM Airline & Flight Number : US Airways Flight 4609 Checkpoint/Area of Airport : TSA security checkpoint TSA Employee: (If Known) :
Comment : I am a medical student returning from a personal trip to visit my family at Ramstein AFB. After a long 8 hour flight, I went through security at Charlotte Douglas International airport in order to catch my connecting flight to Akron, OH. During this time, my baggage was set aside for further screening upon discovery of a duty free item, a small , less than a half liter bottle of champagne I bought at Frankfurt International Airport's duty free store. The item was bagged and sealed airtight in a duty free packaging and I was assured that I would not have problems going through security. However, personnel at Charlotte's TSA ripped open the clearly marked package and passed it through their machine. The bottle was green glass with clear contents. It did not pass the supposed machine test and was confiscated unfairly. I was then subjected to a humiliating pat down body search. My luggage was completely rifled through with no real cause. I am a frequent traveler, taking international flights twice a year. NEVER have I encountered such treatment. My item was confiscated without any further follow up. There was no back up method of testing the DUTY FREE GIFT that I bought at an AIRPORT. I was not reimbursed for my trouble. My gift costed 12.30 euro. I find this unacceptable behavior by the TSA. I feel discriminated and wrongfully searched with no reason. An item that was in a SEALED BAGGIE bought at an international duty free shop should not be the cause of such treatment. The item was in no way suspicious and I suspect that the TSA officers may have abused their powers to obtain my legally purchased gift. I expect this issue to be addressed and my concerns answers. I left the security checkpoint angry ad humiliated, which is a poor show of the type of customer service your organization offers. I have had good experiences in the past and I am very upset that I was treated in this manner. To be clear, this was the TSA checkpoint at Charlotte Douglas Airport. I hope this issue will be addressed. I would have taken it up with the supervisor if I was not pressed to board my connecting flight that left a mere hour after this incident.

7/20/2014 6:05:04 PM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Sending from the Bounce Back due to the nature of the complaint. Discussed with Supervisor, (b)(6)

From (b)(6)
Sent: Sunday, July 20, 2014 7:23 PM
To: TCC Do Not Reply
Subject: Re: In Response to your inquiry.

7/21/2014 8:27:07 AM

After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

On Saturday, July 19, 2014 9:35 AM, "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com> wrote:

7/21/2014 12:32:59 PM

Caller states that he just recently flew form Hawaii to Vancouver Canada and wants to know if TSA Locks are still authorized by TSA and advised him that they were. He also wants to know if Canada Customs will inspect his luggage. Told him that I do not know if they will, but assume that they would since any international flights are usually inspected by Custom in the US so I could only assume that Canada would do the same. He states that the lock was missing as well as the zipper loop on his luggage was also damaged. He states that there was a NOI inside his luggage. Asked the caller if he would like to file a claim and he stated that he would not. He wants to know why his luggage was inspected.

Gave the caller the following info:
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.

Gave the caller the following info:
Advised the caller that TSA approved locks are still authorized to be used.

The caller stated that she is a GE member and would be flying with Southwest airlines soon but the precheck logo is not showing on the boarding pass. She stated that when she flew from ABQ. She stated that she was harassed and subjected to patdowns after she alarmed the ETD.

1. Are you a U.S. or Canadian Citizen? US Citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? Southwest from ABQ
3. Do you have a valid unexpired CBP membership? Yes
4. Have you received TSA PreCheck in the past? Yes
5. Do know your CBP Trusted Traveler PASS ID? (b)(6)
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? No. The caller stated that her name is different on GE then with the reservation.

7/21/2014 2:52:46 PM

7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? Rarely
8. Do you make your reservations online? For example, an airline's Website or a travel Web site such as Travelocity or Expedia?Airline website
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

Advised the caller: Advised the caller that is she alarmed the ETD then she would have been subject to a patdown.

To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, gender, and other identifying information on your reservation are an exact match to the information on file with CBP.To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, gender, and other identifying information on your reservation are an exact match to the information on file with CBP.
To whom it may concern.

I recently spoke with a TSA supervisor at Nantucket Airport (b)(6) who suggested I escalate my complaint. I flew from Nantucket airport to JFK on Thursday July 10th and had a quite unpleasant experience with one of the female TSA officers at the security area. I am expecting and expressed that I did not feel comfortable going through the metal detector. Rather than just saying ok, let me get someone she told me that the metal detector wouldn't cause any harm to my baby. I told her that that was her opinion, but that I was allowed mine and did not want to go through. She stood there looking at me and said well I'll have to go get someone to pat you down, and someone will have to pat down your child (I was also traveling with my 18 month old son). I said ok. Instead of just going to get someone she said again, it's not going to do any harm and just stood there looking at me. I had a flight to catch and was worried I was going to miss it as it did not seem like she would do anything to really go get someone. I wound up going through the metal detector but not because I wanted to – she made me feel extremely uncomfortable and like my request was absurd. I flew during my last pregnancy and of course up to Nantucket this time and each time I told a TSA agent I preferred not to go through the metal detector they immediately went to get someone to help. I decided to complain about it because I don't think expecting women should be made to feel like as uncomfortable as I did, and like their request not to go through a metal detector is outrageous.

7/21/2014 4:17:45 PM

I know this is not the norm, but something that I felt should be brought to the attention of the TSA.

Thank you,

(b)(6)

(b)(6)

New York, NY 10010

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/21/2014 3:06:51 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/21/2014 4:17:51 PM

Comment : I need more information about 'TSA Pre Check' pat down policy for Turban. I enrolled in TSA Pre Check, even detector is not beeping still TSA person doing Pat Down my turban every time in Kansas City (MCI). On other airport, no one asking me to do pat down if there is no beep. Could you please give me some clarification on this policy?

Thanks
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Monday, July 21, 2014 6:04 PM
To: TSA-ContactCenter@dhs.gov; "<TSA-ContactCenter"@dhs.gov
Cc (b)(6)
Subject: Barriers to safe travel encountered on 7/10/2014 in Charlotte Airport.

I have two disabilities which make traveling a challenge:
1. Degenerative and severe scoliosis. Depending on my condition the day of travel, I may have to be wearing a brace or a TENS unit. To date, this has caused me no great barriers.
2. I also have severe asthma and allergies. This poses 2 challenges:
a) Since allergies are an autoimmune disease, and the millimeter wave scanners have not been proven to be safe for people with such diseases, I must request a pat down on all occasions. While this certainly is tiresome, I'm OK with it, and have not usually had to experience an unacceptable delay.
b) When in public and exposed to respiratory irritants (such as diesel fumes, jet fuel fumes, perfumes, and strong cleaners), I must wear a carbon mask at all times. Until my last trip, this has never posed any problem. Please see the attached document describing the events of that day, and suggest a viable solution prior to my next trip on September 13, 2014.

7/21/2014 8:09:55 PM

Thank you in advance for your time and assistance.

Regards,
(b)(6)

Attachment:

(b)(6)
Raleigh, NC 27606
July 20, 2014
Dear Sir or Maam:
I would like to start by saying that I admire TSA employees. For the most part, they cheerfully perform a thankless job, often dealing with grumpy customers. I am not such a customer.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/21/2014 7:39:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 07/16/2014 10:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Avianca Airlines TSA Employee: (If Known) :

7/21/2014 8:09:58 PM

Comment : I was in an airport provided wheelchair with attendant. At security I went through the body imagining machine with no problem and my carry on bags went through no problem. However, the agents checked the wheelchair and told me that it didn't pass inspection, but they couldn't tell me why it didn't pass. Because it didn't pass, I had to have a full body pat down. I don't understand this?? Why would a wheelchair not pass inspection that would require the passenger to be subjected to a pat down. I watched them inspect the wheelchair and there wasn't anything found on it and after I was patted down they gave me the same wheelchair. IF it didn't pass inspection shouldn't it have been taken out of service and a new wheelchair given to me. I don't like going through the full body scanner because I worry about radiation, but I did it so that I wouldn't have to have the pat down. I'm very frustrated. I am patted down for some reason or another almost every time I go through the airport. Am I being targeted for complaining once before? The agents were polite, but they should have been able to tell me what problem they discovered with the wheelchair. This is very troubling to me.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/22/2014 8:26:22 AM

Yup, another fun day with TSA. I am on the precheck list, so of course at BWI at 6 AM I was pushed to go through the "surrender" machine. Since I never do that, I was forced into my usual pat down. Insane, as usual. I'm more vetted to travel through the airport than any of your own agents.

So here are the interesting parts of this story. When I presented my airline boarding pass to the first TSA agent, and he passed it through the scanner, it FAILED ! RED light, no green !

I travel a lot, and knew this was not right. I assumed the agent also knew this was not right. But apparently not. He decided to call over his supervisor, even while I was telling him that I had made a change to my flight itinerary after I had printed the boarding pass, and maybe I should just go to the airline counter and get a corrected one. Nope. He was not listening to me anymore.

The supervisor came over and said to him just to verify the information on the pass was correct for the day. Never mind that the pass was being flagged as erroneous.

So he cleverly looked at the pass, and determined that it had the right dates on it and some kind of airline flight number, and pushed me into the line. It would be awful if details like an erroneous pass held up the line, I suppose.

So of course I opt out of the "surrender" machine, since I don't care to symbolically surrender, and am eventually passed on to the pat down guy. I made it clear to him that I was not happy with this whole event, so I guess he made it up to me by doing the weakest pat down I have yet experienced. I suppose he touched me, but it wasn't obvious. (Unlike that guy in LA who seemed to enjoy the experience.) Because, I suppose, he also knew it was a complete waste of time.

I went to the supervisor's station to complain about the whole incident. It took about 10 minutes for the supervisor to actually show up. And, of course, she dismissed my complaint as no big deal. Yes, she said she would talk to her agents. I'm pretty certain all she said was what a PITA I was.

You have serious problems.

Perhaps it is time you put together an intelligent program that actually works, instead of a window dressing program that just irritates travelers without actually impacting airline safety in any meaningful way.

Thanks.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/22/2014 1:54:00 AM Airport : DEN - Denver International Date/Time of Travel : 07/21/2014 6:45 PM Airline & Flight Number : Southwest flight #175 Checkpoint/Area of Airport : South/main Security gates pat down TSA Employee: (If Known) : Woman, 5'5, non American descent, accented voice, possible South American, dark auburn hair color, Comment : Kept shouting at my grandma whom doesn't speak or understand English during the pat down. I tried to explain to my grandma in my native language but kept getting interrupted by TSA lady. She kept saying that I wasn't doing my job as a family member even though I asked her nicely to be patient and let me know what she wants us to do so I can explain what the screening procedures were to my grandma. She refused and insisted on speaking to my grandma only. When my grandma thought it was ok to go back on the wheelchair assistance, the TSA lady told my grandma to "listen" in a disrespectful tone of voice. She spoke to me like I was a child; I look like a teenager, but I'm actually 25 years old. She was ignorant and insensitive to the needs of the elderly, especially my grandmother and myself. She walked away in to an office and didn't listen to my concerns before dismissing us.

7/22/2014 8:27:45 AM

I don't want this to happen again! I understand she deals with shitty ass people all day long, but she shouldn't take it out on others in an unprofessional manner. This is her job, she's getting paid for it, and needs to do a decent job at it for the least! Being unfriendly is one thing, but being rude and disrespectful towards passengers who abide all travel rules are just DISGUSTING! I want you to make sure your so called wonderful TSA people are clear about treating non English speakers with respect! I'm sure you wouldn't like other people speaking to your family members the same way! This is the first time this has happened, and I travel with my family more than 5 times each year through DIA! This is ridiculous!
I know this isn't going to change anything, but make sure and make it clear that shit like this doesn't happen again! She needs a consequence!!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6) Phone Number:
Address:
Zipcode:

7/22/2014 10:16:56 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? Yes
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

7/22/2014 2:28:03 PM

I am inquiring about the policy for military members who are traveling in uniform, going through the precheck with their KTN. My daughter was returning to her assignment, in full Navy Officer whites and of course set off the metal detectors because the medallions on her uniform and her shirt stays under her uniform have metal. I read on your website that they are required to remove belt and class a jacket. She removed the belt, which can get her into trouble for not being in full uniform, but she does not have a "jacket". She had to go through a full pat down, so I am wondering why? What is the purpose of precheck and why would she not be better off going through the xray machine? This is the first time she has ever been asked to do this - why the inconsistency?
Thank you,
(b)(6)

(b)(6)
GO NAVY! BEAT ARMY!

Disability Description: The caller has a severe neck injury and had a failure to accommodate incident at a screening check point at BOS.

Response Details: I provided the caller with the following statement and question:
If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

7/22/2014 4:53:58 PM

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

Dear TSA,

Please educate your TSA personnel that the full body scanner, such as the ones used at SFO and most major airports, are indeed damaging to insulin pumps. We recently passed thorugh security in SFO with our daugher who wears a pump and advised the agent there that she cannot go through the scanner due to an insulin pump. First of all, the agent insisted it is safe for a pump user to be screened by the full body scanner...which it is not. My daughter politely asked for the pat down option. Apparently to punish her for her audacity to request this option she was forced to wait around for about 10 minutes while many of the female TSA employees stood arournd doing nothing, ignoring her. I asked a one of the employees to please pay attention to this need, and she ignored me, and turned to a co worker and said....isn't it my lunch time now... and walked off.

I feel this disresptectul, discriminatory and callous treatment of those with disabilities and your training procedures could use some updating. Please educate your agents so they do not give patently false information.

7/22/2014 8:22:44 PM

We would be very interested in carrying a special card that would help with security. I see on your website that there is one that can be downloaded, but it does not appear to carry any weight or information, so I doubt it would be effective. Please advise.

Sincerely,

(b)(6)

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, July 22, 2014 7:28 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 7 22 2014 7:28:05 PM

Attachment:

7/22/2014 8:23:27 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 22 2014 7:28:05 PM
---
1)Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

TSA 7 23 14

Dates of travel 6 20 2014 to 6 24 2014

(b)(6) Belvidere, NJ, 07823.

To whom it may concern.

This letter is in response to paper work that was sent to me, in regards to a complaint I filed with TSA. Since your office and Homeland security say I need to follow all their procedures, so here are the facts and dates of everything that accord.

I had a trip planned to West Palm Beach with my wife for my best friends son's wedding. I called a few days in advance to find out the procedures for I am in heart failure and wear a life vest, plus I have steel rods in my back and replaced knee, also I have heart stents.

7/23/2014 12:26:06 PM

I was informed of the procedure's I had to follow and was asked if I wanted help at the air ports, I said yes please. A letter was sent to Newark and West Palm Beach from your TSA office, I received documentation on what to do and tried to follow it. I arrived at Newark airport and started to follow the instructions and no one could either other stand what needed to be done or did not want to see the paper work from TSA. So needless to say it started I got to check point and was delayed for about 45 minutes.

I explained everything to them, I tried showing all my medical paper work, and they said it was useless I was separated from my wife for this amount of time. Then the real embarrassment comes. I went thru the scanner and of course it sets off the alarm, then my bags had to be searched in which I had documentation on the medical devices, while this was going on I was escorted to a private room which I was not to be done without a supervisor and my consent. I asked for a supervisor and it was ignored.

I had a pat down in private, this was No Good, a supervisor was not present, and if one was he did not notify me of this. They did a bomb residue test it came back positive so they did a different type of test which was negative. The one security officer said that the first test does this quite often. Now remind you you're doing this to a person in heart failure.

Now we go back 45 minutes only to witness a couple with two young children going thru a search as well. They had to break down their strollers' cloth to metal while tending to their children. Don't you think this is a TSA job if they suspect something? There was the embarrassment for the couple as well as a long delay on the lines. (PS this couple who got this treatment happened to be at the same wedding as my wife and I.)

I was treated like a criminal. This is said for I do more for the public for free verses your employees. I paid for a good flight out of some good airports and was treated like the bad guy from the minute I entered the building.

The first time was in Allentown Airport, where I showed all my medical papers which were totally ignored. I was screened patted down and sent into a private room for a strip search. (In which I was informed they performed the strip search illegally) all because no one paid attention to my documentation. This is no way to treat a person who is one hundred percent disabled. It is a disgrace.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case.

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:

7/23/2014 1:38:35 PM

I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO
DATE OF TRAVEL: 07-22-14
AIRLINE: United Airlines
FLIGHT NUMBER: 1471
NOI PRESENT: NO
TERMINAL OR GATE: Gate 81 at 1500
CONTACT: (b)(6)

Caller said he had a complaint with the screening procedures in Boston. He was trying to make it to his plane and he told the officer that he did not need to go through the other machine. He ignored him and sent him through anyways, then told him that he had to wait on a patdown. He stated these officers were very rude and did not inform him of anything until after they were saying he should have done this and that. He had first class ticket TSA precheck so he expedited it to be smooth but it wasnt. The officers told him he wasnt in the right line after the fact. He stated he was going to get ahold of the Congressman as well and have him look into it as well. He stated the TSA officers at Boston are doing anyone a service, he had actually planned not to fly again because the way he was treated by those officers. Caller said they should hang a sign if first class passengers are supposed to get in a different line because, he did not know any such thing.

7/23/2014 3:21:32 PM

Airport: BOS
Airline: American
Flight number: 1327
Date and time: 7:15 am on 7 23 14, he said he went through screening at about 5:30am
Terminal or gate: Gate B34
email: (b)(6)

Advised the caller this would be sent to the CSM so they could look in to the issue. Told him the CSM is over the TSA at Boston. Apologized for the experience.

I was traveling with my granddaughter, this morning, on JetBlue, and purchased their Even More Speed add on. The purpose is to expedite the security screening process, meaning not having to deal with liquids and electronics and shoes and such.

I explained to the screener (b)(6) that I had purchased (b)(6) Speed and she replied, in a snotty voice, 'I don't know anything about that.'; No offer to find out, no intentions of being helpful. As it was 5:00 am, she really tripped me off and I flipped her the bird. She asked if I wanted to speak to a supervisor. I said yes. Supervisor was not at all helpful. I was told that I still had to pull out my electronics and shoes and liquids. I was furious because I had paid extra to not go through the screening process.

Apparently, (b)(6) decided that because I was wearing a long skirt, I had to be patted down because I was wearing a long skirt. I have flown in long skirts for years. It's the most comfortable, for me, way to fly. She pulled me away from my granddaughter and terrified her (she's 8). She asked me what was going on, and I said, these are very bad people. I think the screener did the patdown because I insulted her.

I fly frequently and LAX is one of the few airports that has such horrible personnel. Only Miami matches up. In most airports, they are helpful and friendly, but LAX has not improved. Screening is slow, employees are rude.

7/23/2014 6:06:10 PM

A conversation with JetBlue customer service indicated that TSA was clearly in the wrong on this. I am tired of putting up with this crap from your LAX employees. Either properly train them or quit hiring people who took this job because fast food was too complicated for them. I realize that your employees don't like to be insulted, but I grow tired of this situation at LAX.

You may reach me at this email address or by phone at (b)(6)

(b)(6)

(b)(6)

Sylmar, CA 91342

--
"The time you enjoy wasting is not wasted time." -- Bertrand Russell

7/23/2014 6:07:28 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/23/2014 4:49:00 PM Airport : OAK - Oakland International Date/Time of Travel : 07/23/2014 Airline & Flight Number : WN 1028 Checkpoint/Area of Airport : termanial 2 TSA Employee: (If Known) : ann Comment (b)(was rude and made a comment for me to change my attitude when I never spoke to her. I told her that I did not appricate being spoken to like that and she daid ..fine iam doing a whole pat down on you. I said fine. She got upset that I was not mad and called a supervisor over. He was very nice. (b)(on the other hand is very unprofessional. Wasted time instead of focusing on real security.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/23/2014 8:07:33 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/23/2014 6:14:43 PM Airport : BZN - Gallatin Field Date/Time of Travel : 07/19/2014 12:47 PM Airline & Flight Number : UA672 Checkpoint/Area of Airport : TSA TSA Employee: (If Known) : female with light brown hair wearing glasses about 40 Comment : Daughter pushed me in wheelchair until I was at TSA Pre check. Agent said she would take over at that point and told me to stay in wheelchair which I did. My carry ons passed thru conveyor belt OK. She then asked me to hold up the palms of my hand and she scanned them. She then told me that I had "been in contact with a chemical that could take down a plane." At first I thought she was kidding. She wasn't. She had me stand on the "foot prints" and then not quietly she verbally informed me and all travelers standing around, of all my anatomy "parts" she would be patting down. I was so embarassed. I realize being a 70 year old female is no indicator that I would not be a "terrorist" but why was this "pat down" done where all the other travelers would see this being done? I am TOTALLY for ALL TSA checks to insure travelers' safety and have never before been angry or upset with your procedures. Later a second TSA agent asked me if I had recently used a lotion and I said yes. She then explained an ingredient in my lotion could have caused the positive reading of my palms. Bottom line -- I should have been taken to a more private/quiet area before the agent did the pat down!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/23/2014 9:06:46 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/23/2014 7:58:50 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 07/23/2014 6:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal security TSA Employee: (If Known) :
Comment : After walking through security they check their bags one more time and sound baby milk. Then asked to patdown my wife again, I do not understand the procedure but after that the lady kept telling us it's standard procedure and going on and on after I told her an off we don't need to hear anything continue what you're doing so we can go she kept going and going and going I once again told her we don't need to hear you complain just do what you have to do and move on then she proceeded over to another lady who worked for TSA has started complaining that I was rude and inconsiderate and it was an asshole when I told her I can't believe you told me I was rude the guy that was actually checking my bag was finished up and have it all zipped and ready to go when I looked at him and said are we done can I have my bag he jerked it back away from me and said no maybe he's not done in a very loud and authority rising voice then raised his voice and asked me if I wanted to continue with him. Using intimidation and talking about someone while they're standing there is very unprofessional and no excuse for this kind of behavior. If I don't get a response about this I will continue to go higher up the chain if I have to I will not be treated like this Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/24/2014 1:01:15 PM

The caller flew yesterday on Southwest through TPA. The caller stated that she was told to go through the precheck lane but was then randomly selected for additional screening. The caller stated that she was told go through AIT and then had to undergo a patdown because the AIT unit alarmed in her knee area. The caller stated that she was completely humiliated at the security checkpoint and that the officers were rude to her. She stated that she was wearing a long skirt with bare legs. She stated that she was on Southwest flight number 230 to MKE. The incident occurred on 7 23 14 at 4:30PM. She stated that after she alarmed the AIT unit, a young woman named Nikia performed a patdown. She stated that the officer performing the patdown was a larger African American young woman and that when she was patting down her leg, she touched her genitals. The caller stated that she complained to the officer and then there apparently a verbal altercation between the caller and the officers. The caller stated that the officer denied touching her inappropriately. She also stated that underneath her skirt, her legs were bare and that there was no reason why her leg should have alarmed.

The caller stated that she was considering contacting an attorney. I apologized to her for the issue at the security checkpoint. I advised her that TSA monitored the number and nature of complaints that was received. I advised her that this information would let us know if a particular screener or screening team was the subject of repeated complaints. I advised the caller that I would also forward her information to the CSM at TPA. The caller asked if the CSM would look at the cameras or contact her. I advised her that I could not speak on behalf of the CSM but that I would be certain to forward the information.

7/24/2014 1:07:15 PM

Caller advised she traveled yesterday with her 15 year old grandaughter. Caller advised while going through security at Seattle a TSO ran a swab over her grandaughters hand. Caller is upset because her grandaughter was taken from the line and her hands was swabbed without her permission. Caller asked if they do this without her permission.

Advised Caller:

TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology. Gave caller CSM phone number

The caller stated he is wanting to know why he is being harassed and why he does not have the money that is owed to him. He stated that he flew recently and he was patted down, and he thinks that is related to his claim that was filed. He stated that he asked the manager at the checkpoint why he was getting patted down and they would not tell him why, and he stated that was rude. He stated that he is a tax paying individual that pays our salary and funds TSA. He stated that it is ridiculous that he is not able to get the money that is owed to him and that he is being harassed for not letting the situation go. He stated that he has filed a claim and he had it resolved. He stated that they were sending him money, via mail and they had the wrong address. He stated that he contacted them and they never responded via email or phone. He stated that he wants his money and he wants to speak to someone that he can help him.

He asked to speak with a Supervisor.

I advised the caller that we have policies in place for additional screening and the claims process. I explained that one has nothing to do with the other. The claims are handled by the CMB and he will need to contact them in regards to the payment. They will respond via email with in two or three business days. However, if TSA denies a claim, or has not resolved the claim within 6 months of when it was filed, travelers may have a right to bring their claim to court. I explained that we do not have the information regarding his claim here at the TCC.

7/24/2014 3:09:41 PM

Escalation Notes: (b)(6)

The caller has two issues:

1. His claim has been approved and he is waiting on payment. He says that they were supposed to electronically transfer the funds to his account. He says he has only spoken to the claims management branch once in four months. I checked his status and it has been approved but he would like to know when he is going to get the twenty dollars he is out for the lock we cut. I am sending this to ES2 so he can get a response. I can only find one other record for this caller.

2. The caller got a patdown at Spokane today 7-24-2014 he had four S s on his boarding pass. The caller believes that his complaints about CMB are why he is getting the patdown. I explained to the caller that the four S s has nothing to do with his claim and that it is just a random layer of security that we do. After the screening was done he asked a manager there about his claim and he responded that it didnt happen at his airport so he doesn t care. He is offended by the way the TSO manager answered his question. I am sending to the CSM for the rude screener.

He went through the checkpoint at 11:45am to terminal B to fly out on Delta flight 1155 to SLC.

Claim Number (b)(6)
Status: Approved

7/24/2014 4:20:45 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 7/24/2014 2:46:43 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/24/2014 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A
TSA Employee: (If Known) :
Comment : I was not allowed to go through tsa precheck, even though I paid for the program and registered, because it wasn't on my ticket. They told me my airline didn't participate? Then because I'm a diabetic with an insulin pump, I was given a mandatory full body pat down because that's the only way they can deal with diabetics at this security checkpoint. This is the only airport I've ever been patted down at. I'm furious at the lack of courtesy shown to diabetics at this checkpoint. I feel violated and treated poorly because of a medical condition that I have.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It May Concern:

I would like to lodge complaints against two poorly trained TSA screening agents at the Seatac Airport. I have two separate complaints arising from the same date, July 5th of this year. On the date in question, I checked in at approximately 8:45p for Alaska Airlines flight #127 with an 11:15p scheduled departure.

Complaint #1: This complaint is against the agent who inspected my suitcase. The agent failed to perform his duties on multiple accounts. I tape my zipper pulls to prevent the baggage handling system from ripping the pulls off. I have been a very frequent flyer for over 25 years now and have not lost a zipper pull when they are taped together. The agent who inspected my suitcase failed to retape (secure) the zipper pulls to return my suitcase to its original condition. Secondly, the agent failed to return the contents of my suitcase to their found condition. I pack my suitcase with everything placed under the elastic restraining straps to keep an much of the contents in or attached to my suitcase in the very unlikely event a zipper should burst and the contents of my suitcase spill. Thirdly, the item inspected by the agent was not returned to its original condition. The item in question is a "Sundae Kit" from Boehms Candies in Issaquah, Washington. The Sundae Kit consists of a 12-oz jar of caramel sauce, a 12-oz jar of chocolate fudge sauce, a bag of chopped walnuts, and two cordial cherries. All in a clear cellophane bag. I am unable to carry the Sundae Kit as carry-on luggage because the two jars of sauce are considered liquids by TSA. Not only was there no reason for the agent to open the cellophane bag, but he/she failed to put the items back in the bag and reseal the bag. I ask what did the agent do correctly in this case. He/she opened my suitcase and failed to resecure the zipper pulls. He/she moved the contents of my suitcase and failed to resecure them. He/she opened a package that did not need opening and failed to resecure the package. Time was not a factor as the Notice of Baggage Inspection card that was placed in my suitcase is time stamped at 9:03pm. The agent clearly had time to do his/her job correctly, but failed!

7/24/2014 6:15:22 PM

Complaint #2: This complaint is against (b)(6) at the Pre-check check-point. Due to my frequent flyer status with Alaska Airlines, I am granted Pre-check status. I am also a paraplegic and use a wheelchair. (b)(6) was extreme incompetent and should never have been assigned to Pre-check screening. It took (b)(6) nearly 20 minutes to clear me. He preformed a full pat down search when all that was required was hand swabbing and an inspection of my wheelchair, an elbow brace, and walking boot on my broken ankle. I have cleared a full pat search by new agents who are going through their on-the-job training quicker than (b)(6) performed his job. Towards the end of my detention, another agent came over and whispered something to (b)(6). I suspect the whisper was to tell (b)(6) he was taking too long and had performed the wrong search.

I do not know who does the training at Seatac, but it was painfully obvious to me that July 5th was "assign the incompetent" to work day.

Sincerely,

(b)(6)

(b)(6)
Fairbanks, Alaska 99701

Dear TSA,

(b)(6), my significant other, and myself, (b)(6) traveled by United Airlines to Hawaii and then onto Guam and back home. Our trip started on June 23, 2014 in Madison, Wisconsin and ended there on Friday, July 11, 2014. Our flight began with UA 6156S at 8:02 AM

I had called TSA 3 days ahead of time and had asked for Special Assistance. I was very pleased to learn that I would have available to me a TSA Passenger Support Specialist. I asked how I would avail myself of that person at the airport. I was told that when I get to security to request one. I did just that at the Madison airport. The TSA person that I asked said to me Lady I don't know what you are talking about. I tried to briefly explain to him. Once again he told me, rudely I thought, that he did not know what I was talking about as if I was stupid and I did not know what I was talking about. I said, well it is on the TSA website. He then assumed a bit of a different attitude saying that I must be referring to a TSA Pre check program program--saying that was a completely random thing. I told him that I was just asking for a TSA Passenger Support Specialist. He then asked me if I went through a special program where I need to be finger-printed. I said no that that is a different program. During this discussion, another TSA person stood next to him and said nothing. I decided to quit trying to ask for help since he did not understand what I was requesting. He did not serve me well.

In the meantime (b)(6) was being checked. He refused to go through the machine and requested a pat down because for medical reasons he was not confident that the machine would not bring harm to him. His carry on was gone through because a sharp object was detected. When they went through it, they discovered a bottle of pure aloe vera gel and a mustache scissors. They confiscated those items, understandably. I should have let (b)(know that those things were not allowed.

7/24/2014 6:15:56 PM

However, not so understandably, 3 bracelets which were going to be given as gifts to his sisters and a niece were also taken--unknowingly by (b)(They were monetarily valued at $122.38 and a much greater emotional value. (b)(has not been home in almost 20 years and was looking forward to giving those bracelets to his sisters and a niece who helped make the trip home a good one. Also, taken unknowingly were 6 Cliff bars, valued at $1.67 each, that were going to be used as an inflight snack. These were discovered missing at our 7 day stopover in Hawaii.

Oh, by the way, the TSA Passenger Support Specialist in Guam was fantastic. The flight was UA200S GUM to HNL. He actually came looking for me. By this time I was no longer asking for a specialist because nobody seemed to know what I was talking about. So, I was really happy to have him help me out. I know the program is a new one and very much encourage it to keep moving forward. Education is obviously needed by other TSA agents. It is nice to know that an agency such as TSA has noticed a need to help people directly in need. I see this as a positive and very encouraging effort to help not only the person directly in need of help, but also their partners, and I recognize how this helps the whole security process more be more efficient and friendly for all, including agents and others standing in line who do not need special assistance.

Sincerely and Thank you,

Make your day great ;-)
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/24/2014 5:27:41 PM Airport : MDW - Chicago Midway Date/Time of Travel : 07/24/2014 4:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Outside of B terminal TSA Employee: (If Known) :
Comment : Hello,

I wanted to provide some feedback at the Chicago Midway airport. Upon exiting the x-ray screening, I encountered an agent who was rude in her comments during the pat down (for where a necklace was) and while waiting for luggage. I did not get her name but she had shoulder length red hair and was around 5'3" or shorter.

7/24/2014 6:16:07 PM

Instead of saying "excuse me, you cannot step to the other side of the luggage belt in response to someone headed that direction as a bag was pulled back to go through X-ray again. She yelled "you don't belong back there unless you forgot your uniform." Additionally, she snapped the black belt barrier and it hit a customer. When told about it, she reacted defensively.

I am extremely disappointed in her sense of customer service and found her words and actions rude and uncalled for. I appreciate that the TSA employees intend to keep is safe and I agree we should comply with rules to enable them to do so. However, they are still interacting with airport patrons and should treat with respect as much as the patrons should.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/25/2014 3:04:17 AM Airport : MDW - Chicago Midway Date/Time of Travel : 07/19/2014 1:45 PM Airline & Flight Number : AIRTRAN 114 Checkpoint/Area of Airport : ALL GATES TSA Employee: (If Known) : UNKNOWN CAUCASIAN FEMALE Comment : July 25, 2014

To whomever it may concern,

This is a notice of complaint regarding an overzealous TSA female employee who violated my mother's (b)(6) civil rights at the Chicago Midway Airport security checkpoint leading to all gates on Saturday 07/19/2014. The occurrence happened at approximately 11-11:30 central standard time. After obtaining wheelchair service, my mom was en route to catch Airtran flight 114 departing at 1:49 pm to Atlanta, GA for a visit with me, her son, (b)(6) (b)(6) who is 78 years old and not particularly fond of traveling from home these days, has suffered from numerous back issues elevated during long distance walks through airports. All the arrangements made for her were going well until she reached this fateful security checkpoint when one of your employees (tall, caucasian female per my mother's description) told my mother, accompanied by a wheel chair assistant, she couldn't proceed due to an alarm that required further checks to her personal items. This is when your security measures and efforts to keep American citizens safe turned into a horrible nightmare for my mom. In addition to being asked to remove her shoes, the unidentified TSA subjected my mother to several very invasive "pat downs" in her private areas. Although horrified, understandably shaken, crying, scared and upset by what was happening, my mother managed to tell the agent she didn't like what she was doing and asked her what she was looking for. The agent, according to my mom, told her she was "doing her job" in an extremely rude manor. When my mom told her she was informed seniors didn't have to remove their shoes, the agent told her "procedures had changed". Please note that, per your website's FAQ revised 06/09/14, seniors over 75 would be permitted to leave their shoes on and light garment wear. The food my mom was bringing, which possibly "alarmed" your agents, consisted of BBQ and popcorn. These items were picked through, and displaced with no sincere attempt by the TSA agent to re-pack them in the careful manner in which they were found. Finally, after all this was over, my mother asked the TSA agent if she found anything to constitute the unusually intense scrutiny. My mother said she tersely replied: "You're alright, ma'am". There was no apology.

7/25/2014 8:25:45 AM

When did our US citizens, blessed to make it to their golden years, have to endure the embarrassment, humiliation and shame equal to a rape victim? That's what your TSA agent did to my mother who was simply traveling across a few states eager to visit her son. This agent made my mother feel like she was raped publily. That feeling of shame, anger and humiliation has been with my mom throughout her visit. It ruined her visit, and will probably resonate with her for many years to come. We understand what has happened to air travel after 9/11, and we make every effort to comply with the rules and guidelines outlined on your website designed to keep us safe. With that said, I strongly believe that this was a situation where one of your "trained" employees steeped way over the boundaries of job by destroying any sense of the trust and understanding for my mom as to why these checkpoints are put in place. Please contact us as soon as possible. My mother was too upset to obtain this employee's name, but I'm confident that you have video and/or ways to track down a list of all employees on duty during the timeframe of this incident. My mother respectfully needs your assistance to resolve this matter on her behalf, and she will cooperate fully with any further investigations deemed fit. Your immediate attention and response to this matter will be highly appreciated.

Sincerely,

(b)(6)

Would you like a response? : True
Passenger's Name (b)(6)

7/25/2014 12:15:25 PM

Caller has 2 metal knee replacements and a rod in her back. She always gets pulled over and she gets padded down. She asked how can she make it easier going through security. She said she always tells them and has a card but they do not look at her card. ALSO: She asked if she can fill out a background check or something.

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm. There is nothing you can do to avoid this. You cannot fill out a background check to make the screening go faster or smoother. ALSO: You can request a PSS or a Supervisor for assistance going through the screening. You can request to be moved to the front of a line.

Caller flying on 9-22 from OMA via DEN to SFO he has to go through security screening, he has a metal advantiam knee replacement. metal and it sets off metal detectors.
Doesn t mind dropping his pants and screening with wands, but, he is a transgender and traveling for genital reconstruction.
On return flight he will have a Supra Cath which comes through abdomen during healing and doesn t want someone grabbing or groping where he has stitches.He has had multiple surgeries on his leg and has circulation problems.
From OMA to SFO issue may be metal implant and the AIT may trigger because of the surgery he is undergoing and may present a problem.
He has to travel for approx. 12-14 days and has to have testosterone and 2 syringes, which is labeled from the manufacturer.
3-1-1
Razor, safety or electric.

Response:
.If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO 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.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

7/25/2014 12:21:26 PM

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a patdown is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

Advised caller TSA doesn t use wands any longer for screening.
Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Travelers should notify the Transportation Security Officer (TSO) at the checkpoint if they are carrying this type of medication and supplies. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however, this documentation is not required, nor will it exempt passengers from the screening process. Have in separate bag and present to the TSO for screening.

I recently had an experience at the Sea-Tac airport and feel compelled to relale the issues to you so that they can be corrected not only there, but also at other airports.

I must explain my condition so you can understand the situation. I am a 70 year man who has had LVAD (left ventricular assist device) surgery. This is a device that acts like a heart pump and is usually installed pre heart transplant. It requires two batteries and a controller mounted on a belt at my waist. The doctors instruct the patients NOT go thru any screening device as it may effect the operation of the pump which can be life threatening. I know that the TSA here in Houston have a better understanding of the situation as there are over 100 LVAD patients in the south Texas area. Preparing for the trip, my wife and I decided to go thru the TSA pre-check program. We were finger printed and paid $85 each for a back ground check to qualify for a KTN, which we received and had letter confirmation of that number.

We flew from Houston IAH to Seattle Sea-Tac on June 27 and went thru the TSA precheck line with a few questions and a pat down. We joined our family for a 7 day Alaskan cruise. I like other cruise people ate the wonderful food without regard to heath. As a result, at the end of the cruise my feet were swollen and I needed help in debarking the ship.

I requested a wheelchair at the airport to help me get to the gate. The issue begins with TSA check. I went to the precheck line and was moved toward the screening devices which I said I cannot go into them. I was placed on one side of a glass partition and my wife went to the other side. I was told to empty all metal objects into a tray which was handed over the partition and sent thru an x-ray machine this included my spare batteries and controller. My wife is now being question and asked to stand in a certain spot as they check the spares and submit her to an explosive check.

7/25/2014 2:33:46 PM

The next few steps were the ones that showed the lack of training and lack of common sense your inspectors showed me and my family. I was then asked to step into the scanner. I said "I can't not do that with my condition". The response was "you prefer not to?" I said "No I can." I was asked to empty all my pockets and drop them into a tray. This included my wife's and my passport and approximately $5000 in cash. This was handed over the partition to another agent and sent on the x-ray belt. I hope my wife was still there or we are missing passports and $5000 cash. I was then asked to stand up from the wheelchair on the cold floor and remove my canvas shoes. They were handed over the partition and sent to xray. I was then given a detailed pat down and explosive check.

I guess the effort I went thru to get pre check, doctors letters and the KTN letter meant nothing to TSA in Sea-Tac. I do want to be safer, but I think your agent went well beyond what is required. I also believe that some of your agents are getting a power ego and that some retraining is required to prevent this and to update your employees of various situations that can occur.

I eagerly await any comments or replies you may offer.

(b)(6)
Spring,TX 77379
(b)(6)

July 25, 2014

SUBJECT: D-RFI

RE: Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R 15.3(b) and 15.70(d)(3))

7/25/2014 2:37:10 PM

Name and address of the complainant:

(b)(6)

(b)(6)

Chicago, IL 60617

Date of act of discrimination:

Saturday July 19, 2014

Time: Approximately 11:a-11:30a central standard time

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 3:19 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 7 25 2014 3:19:04 PM

7/25/2014 4:30:07 PM

1)Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:
River Vale

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 5:32 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 7 25 2014 5:31:38 PM

7/25/2014 6:02:47 PM

Attachment

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:

To Whom It May Concern:

My name is (b)(6) and I am flying on Delta 1125 from TPA to LAX. I write in order to let you know that my pat-down experience left me feeling very uncomfortable and emotionally and physically violated. I am concerned that there are agents who may not be implementing procedures according to policy, and there could be other individuals who are left feeling violated after their security screening experience.

I requested a pat-down as an alternative to the X-ray procedure because I am pregnant and wish to avoid any potential harm, albeit minor, to my unborn child. The female officer explained the procedure and conducted the pat-down. During the initial leg and groin swipe, the officer used her hand to swipe down and then up my leg. The swipe ended with her using her fingers to explore my vagina, and I felt her finger enter my vagina. I jumped back and gasped, and let her know that I have engaged in this screening several times before (just last week and the week prior, in fact), and this had never happened before. She did not apologize and continued to perform the same touching in my groin area for the back of the next leg and one of the two front leg swipes. I let her know that I felt very uncomfortable after the procedure was finished. When I arrived at my gate, I was preoccupied by this experience, and therefore, went back to the security area and requested the name of the officer. She reported that her name is Talia and would not give her last name. After hearing my exchange with the officer, her supervisor, Officer (b)(6) (spelling unknown) immediately defended the officer and did not ask about my experience, but stated "it's all on camera," "that's the correct procedure," and she must feel "until you meet resistance." I then explained my situation and she provided your contact information.

I appreciate your attention and response to this matter. I have never voiced a complaint to TSA or any airport organization in the past. I have no legal history. Please feel free to email me at this address or call me at (b)(6)

7/26/2014 9:23:33 AM

Sincerely,
(b)(6)

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(b)(6)

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you have received this communication in error, please notify the sender immediately by replying to the message and deleting it from your computer.

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn t even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn t think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn t want any information on filing a written complaint. She doesn t want to provide the information to file a complaint.

Advised:

Passengers who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

7/26/2014 1:59:36 PM

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

Caller is in Military and he states his wife and 1 month old baby went through the check point and his wife had hand sanitizer on her hands going through and tsa told her she had explosives on her hands. He states tsa took the baby out her arms and kept it at the check point and took her back for 2 hours for a patdown and search. He states he is very angry and wants to speak to someone about this incident.

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 (Twos) 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.

7/26/2014 5:33:08 PM

Airport: ALB
Airline: Southwest
Flight#: 1542
Date: 7 26 2014
Time: 5:55 PM

CSM at ALB
Name: (b)(6)
Phone:
Email:

7/27/2014 9:23:45 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 7:40:55 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/27/2014 6:45 AM Airline & Flight Number : Southwest #4765
Checkpoint/Area of Airport : Lane 3 (Southwest Terminal) TSA Employee: (If Known) : Officer (b)(6) Comment : 7/27/14
6:50 am
BWI
Southwest Airlines Flight #4765 (departing 8am from Gate B6) Lane 3 Officer (b)(6) opted-out of the A3 machine this morning as experienced a very invasive and uncomfortable pat-down by Officer (b)(6) Officer (b)(6) was applying so much pressure during the pat-down that I was visibly losing my balance. I asked Officer (b)(6) to stop applying so much pressure. Although she acknowledged my request by saying "oh that's too much," Officer (b)(6) continued the pat-down applying the same pressure, so much so that she could feel the bones of my rib cage (Officer (b)(6) paused and realized that it was my bone!). Officer (b)(6) utterly disregarded my request and continued the invasive and uncomfortable pat-down. It was an awful and humiliating experience. I lodged a complaint with the manager onsite, (b)(6) who was responsive and directed me to fill out a paper complaint form as well as submit a complaint online. I fly very often and opt-out every time. I've never had such an invasive and uncomfortable pat-down such as this, where Officer (b)(6) applied so much pressure to my body and groped my armpits repeatedly (3 times each). Officer (b)(6) simply ignored my request to not apply so much pressure despite that fact that I was clear that she was applying too much pressure, and that it was obvious that I could not maintain my balance because of all the pressure that she was applying during the pat down. I wear a headscarf for religious reasons, and I can't help but think that impacts how I'm treated by some TSA officials while at the airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/27/2014 9:23:45 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 7:40:55 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/27/2014 6:45 AM Airline & Flight Number : Southwest #4765
Checkpoint/Area of Airport : Lane 3 (Southwest Terminal) TSA Employee: (If Known) : Officer (b)(6) Comment : 7/27/14
6:50 am
BWI
Southwest Airlines Flight #4765 (departing 8am from Gate B6) Lane 3 Officer (b)(6) opted-out of the A3 machine this morning as experienced a very invasive and uncomfortable pat-down by Officer (b)(6) Officer (b)(6) was applying so much pressure during the pat-down that I was visibly losing my balance. I asked Officer (b)(6) to stop applying so much pressure. Although she acknowledged my request by saying "oh that's too much," Officer (b)(6) continued the pat-down applying the same pressure, so much so that she could feel the bones of my rib cage (Officer (b)(6) paused and realized that it was my bone!). Officer (b)(6) utterly disregarded my request and continued the invasive and uncomfortable pat-down. It was an awful and humiliating experience. I lodged a complaint with the manager onsite (b)(6) who was responsive and directed me to fill out a paper complaint form as well as submit a complaint online. I fly very often and opt-out every time. I've never had such an invasive and uncomfortable pat-down such as this, where Officer (b)(6) applied so much pressure to my body and groped my armpits repeatedly (3 times each). Officer (b)(6) simply ignored my request to not apply so much pressure despite that fact that I was clear that she was applying too much pressure, and that it was obvious that I could not maintain my balance because of all the pressure that she was applying during the pat down. I wear a headscarf for religious reasons, and I can't help but think that impacts how I'm treated by some TSA officials while at the airport.
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Passenger's Name (b)(6)
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7/27/2014 9:23:45 AM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, July 27, 2014 7:39 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 27 2014 7:38:50 AM

Attachment:

7/27/2014 9:24:28 AM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 27 2014 7:38:50 AM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
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(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
Caller and her husband flew from Mexico into Phoenix and had a connecting flight. Caller states that the original boarding pass was in a suitcase, so it was reprinted. The original showed Precheck and the reprint did not, but the first TSO scanned it and said that they had Precheck. Caller says that when they got to the TSO for screening, they had to take off their shoes and that the TSO for both her and her husband seemed to intentionally go slower the more that they pleaded for getting through to make their plane. Caller states that after going through the line and waiting for her husband to get finished being pat down, she saw 2 TSO standing on the side and pleaded with them, but was mocked and talked to like a 3 year old and laughed at.

Advised caller:
Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

7/27/2014 12:14:33 PM

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.

Flight information:
From to: (Cabo Mexico to) Phoenix to PHL
Flight date time: 7 22 2:45 pm
Flight number: (does not have and) 8321
Airline: US Airways
Airport: PHX
Gate Terminal: Terminal B
Email: (b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 7/27/2014 9:29:14 PM

7/28/2014 8:36:26 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):Denver, CO. Spirit Airlines Flight 115 to Phoenix, AZ. Gate A44
Comments:A piece of my checked luggage was selected for additional screening. Upon arrival at home and inspection of my belongings, I found my items reeked of cigarette smoke. I, nor anyone who handled or has been near my luggage and belongings, smokes!! My child and I both have severe asthma and cigarette smoke makes us terribly sick! Due to my child's copius medical needs we are continually subjected to additional screenings including pat downs. Normally we have no problem doing so in the name of safety, but this is downright disrespectful of our belongings.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 1:04:58 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/27/2014 4:00 PM Airline & Flight Number : AA Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) :
Comment : I arrived in terminal D at DFE from Cabo and passed thru immigration with no issues today. We had to be re-screened as we re-entered DFW for our connecting flights.

As we were waiting to be screened, none of us could believe what we were hearing from a female TSA agent. She was barking orders....in an angry tone to all who went through. She was a disgrace to your organization.

I was not the only one who was appalled...as the look of disgust was on everyones' faces.

She was horrible as she screamed and shouted at the innocent passengers....she was like a screeching harpy who enjoyed the sound of her pontificating voice as she tried to intimidate innocent travelers.

What a disgrace not only to your organization, but to those who were spending their hard-earned dollars on a trip to the US.

7/28/2014 8:38:08 AM

Unprofessional and mean TSA agents like her (and the rest of her rude cohorts at that particular gate)feed the the TSA's horrible reputation.

Am a seasoned traveler, and this TSA group was the worst I've seen in a couple of years....since my breasts were groped going to Canada three years ago. After setting off no alarms going thru the screening gate. That is another story....I digress.

Honestly, you have got to do something about the TSA image. TSA is there to protect and serve the US citizens. Not to insult us. They have forgotten their job is to serve.

My bet is that you don't care.....but I had to say something.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 1:04:58 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/27/2014 4:00 PM Airline & Flight Number : AA Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) :
Comment : I arrived in terminal D at DFE from Cabo and passed thru immigration with no issues today. We had to be re-screened as we re-entered DFW for our connecting flights.

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Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said on June 12, 2014 she flew on United Airlines out of ORD to IAH, roundtrip. She departed at 8:05am going through screening a little while earlier; she doesn t remember exactly. She doesn t have her flight number but her confirmation number for the flight is AJCRRJ. When she went to the screening checkpoint she was in a wheelchair and told the TSO she had metal implants therefore she was subject to a pat down. She said the wheelchair attendant was rude and used foul language when he was told that she had to wait for a female TSO to become available. The wheelchair assistant became impatient and took her to another side of screening to wait on the TSO. Her purse was then out of sight for this; she kept asking asking the wheelchair attendant about her purse but he never took her back to it.

7/28/2014 10:49:24 AM

When she arrived in TX she checked her bank account and realized her account had been hacked. There was 2,000 dollars that had been attempted to be taken out of the account as well as two charges for 170 dollars. These charges were made on June 19th. She did not use her card at this time and believes it was done by someone while her purse was out of her sight. She closed her account and while it was closed she was then charged again. Her money was refunded by the bank and they are still taking investigating. The wheelchair attendant was with her the entire time so she doesn t suspect he was involved. She isn t sure who was but but she wanted TSA to be notified because the only time her purse was out of line of sight was at this time when it was in the presence of TSA.

I apologized and advised her:

The wheelchair attendant is provided by the airline so for complaints with them you will need to contact the airline. However, I can forward a copy of your complaint to the CSM at ORD for review. If additional information is needed from you they have your contact information. If you don t receive feedback from them in a few days and would like an update feel free to contact us back.

7/28/2014 12:14:05 PM

It took (b)(6) over 5 mins to put on two gloves. And then after he put the gloves off and put new ones on because he said he needed fresh gloves. 10 mins to even start my pat down. This is very the worst I've ever been treated in a airport ever! I am extremely frustrated with this. I'm not a prisoner of tsa I'm a paying customer... Your training needs to be a lot better. And during the pat down (b)(6) tells me "I hope you don't miss your flight" in a scartic tone. If I said one thing like that to a customer in my work place I would be fired on the spot..

Sent from my iPhone

Caller and her husband have GE cards. Callers husband has a prosthetic knee replacement and every single time he has to get a patdown. Caller is wanting to know what they can do or provide TSA with to prevent this from happening every time.

Advised caller:

7/28/2014 2:56:18 PM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened. If this occurs, TSA Precheck individuals may be permitted to undergo alternate screening procedures such as a patdown screening.

I traveled from Detroit to Nashville on July 9 and I have to say it was a horrible experience with your TSA employees. When I travel again, I will think twice before traveling from Detroit. I feel my treatment was humiliating and embarrassing - I see no reason for it.

I had surgery on my hand and have been struggling with recovery for over a month. I had to wear a splint/brace when out where there are a lot of people. If someone were to bump it, I would be in a lot of pain. Also I am unable to raise my arm above my head because I have a frozen shoulder due to carrying a cast around for six weeks and inactivity due to severe pain in my hand and arm.

I had my splint/brace on my hand through screening and of course it beeped. I told them before I went in that it would beep. That person made me go through and was not happy when I could not put both my hands up in the air. Then my hands were checked with some pad that was put into a machine. The person checking it did not put on clean gloves, so it came back as something on it. She changed her gloves and did it again, this time it was fine. I was patted down and someone pawed through my carry on. I felt like a common criminal all because I had a medical issue. Seriously, I feel sorry for people with pins or plates in them, they must get strip searched. I can not believe the treatment I received.

7/28/2014 4:33:58 PM

My question is why did the employee not change her gloves? She actually made a comment that it may be her gloves. So did someone else have something on them and she let them through? Why do you treat people with medical issues so crappy to the point they feel humiliated and like a common criminal? That TSA employee that patted me down seemed to be enjoying the whole pat down. I am thinking she thinks she has a lot of power, she needs to be knocked down a notch and start treating people with respect.

I am a citizen of the United States, as were my parents and grandparents. Is this the way you treat citizens. I am ashamed to say that you are a part of the government. I have blonde hair and green eyes with light skin, surely I could not have been profiled, but maybe so. I know the purpose of the TSA is to protect the US, but I seriously doubt it now.

Hopefully, you will reteach your employees how to be respectful.

(b)(6)

A citizen of the United States of America

Caller stated she traveled from Turks and Caicos which is Europe in to NY and they stopped her at security, they did additional screening. She stated they were listed as TSA. She said they told her it was random, then when she was going to board they pulled her back again and rescreened her including a patdown. She stated she had purchased an extra ticket for preboarding and did not get it because they kept giving her additional screening. She wanted to know why this would happen. Caller asked how she would get precheck as well.

7/28/2014 5:02:50 PM

Advised the caller that TSA is only located within the US. Explained that if she was departing Europe that would not have been us, if this is the first time she has received additional screening she shouldnt have to worry too much about it. She can try to contact customs and security overseas to check on it. Explained that if she wanted a refund for paying for that preboarding she can contact the airline. But this is out of TSA jurisdiction.

Advised the caller that in order to apply for precheck, he can visit www.globalentry.gov for CBPs GE program or www.tsa.gov for TSA precheck program. Explained that with both programs she would submit an application and go in to an enrollment center to complete the process. Explained that with TSAs program after she completes it, it can take 2-3 weeks or longer to receive the information back. The difference in the 2 would be that GE offers expedited customs when entering the country.

Caller said he traveled 07/28 and he observed that TSO at Manchester NH and MCO don't change the gloves between passengers. Caller was very vulgar on describing what can he do do to have tsa change the globes.
He said he did saw a tso change her globes I asked if he wanted to complaint about one airport and he said all TSA.
He continued to ask what tsa was going to do if he was acting up at the airport. And what were the requirements to be a tso.

Response

7/29/2014 8:17:57 AM

Told the caller 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.

You can contact Usajobs and see the requirements for a tso. also that he can place his comments on the tsa blog and to contact the local law enforcement or airport police about acting crazy at the airport.
Caller hung up.

I did not send the complaint to the CSM to any of this two airports because caller was not being specific.

Response Details: Response:
Apologized to caller for the screening experience and informed TSO agents are trained to be courteous and respectful of passengers and information will be provided to the CSM at MSY for review.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Explained if additional information is required the CSM may contact via email.

7/29/2014 2:12:53 PM

Incident Details: Caller wants to bring something to TSAs attention on how a TSA officer treated his wife and daughter going through security at MSY.
His daughter was in a car accident and in ICU for a month and trying to get her home to SLC, she had a leg amputated and multiple injuries, numerous broken bones and was in a wheelchair.
Daughter was pulled aside for a patdown and his wife tried to explain the situation and said they were yelled at and both in tears after the screening.
The wheelchair attendant couldn t believe it happened the way it did and others were telling them to call and address the issue. They were informed everything was recorded and on tape.
Caller states if TSA only knew what his daughter went through and what it took to get her flown home, horrible way to end a horrible experience.
Mother went through the scanner and she heard TSO say they had to pat her daughter down and she had a groin injury and broken bones that weren t visible and the mother wanted the agent to be aware of the areas. The agent told the mother she knew what was going on and for her to step back and quit talking. The agent said the girl was 18 and asked if she could speak and said she was a big girl and could speak for herself.
The agent didn t let the mother speak and the mother wanted the agent to be cautious and careful with her daughter because of all the injuries and the agent wouldn t let her speak or ask questions.
The female agent was african american, average size.
(b)(6) mother and (b)(6) daughter, were the passengers.
Stated they didn t request to speak with a supervisor.

Date and Time of the flight----7-26-14, approximately 7AM going through security.
Flight #---726
Airline----Delta

On Sunday July 27th at around 8:30 PM my husband two children and myself went through the tsa check at the Denver international airport. I asked if they would hand check my essential oils instead of running them though the xray because it can cause them to become ineffective. The tsa agent, who was a blonde female, then became extremely rude to me. In a very rude tone she asked "you want me to hand check..... a granola box" I then told her " no that is where I'm keeping the oils so they don't tip over and leak" she then took the box from me and removed the oils which were in a zip lock back and let the bottle fall over and start to leak. She then informed me that If I wanted them hand checked I would have to have all my belongings checked, I consented. Then with an angry and annoyed tone she let me know if I wanted them hand checked I would also have to have a pat down, and I consented to which she scoffed at me and said fine.
The lady who did the pat down was very nice and the man who checked my bag was nice as well.
As for the tsa agent who I had the ordeal with, I cannot believe that just because I asked for a few 5ml bottles to be hand checked, that it was necessary to check all of my bags and to Pat me down. I have never been so embarrassed in all my life. I have also never been talked down to and treated like I was scum by a tsa agent. We had no issues at the Ontario california tsa check and we're treated wonderfully and helped with all our stuff and as soon as I asked for a hand check of my oils they asked all about them and went along and checked them.
My husband had to hold both our 4 month old son who is in excruciating pain from teething and crying. And our 2 year old daughter who was very sick and tired at the time. Also with both children IN HIS ARMS he had to get our double stroller and all our belongings.

7/29/2014 4:29:02 PM

Q. Are my medications (liquids or pills) exempt from screening?
A. Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened.

No where in this does it say that I will be required to have a full pat down because of my oils (homeopathic)
I do not see how it was nessecary to have a person pat down my groin and under my breasts because of a hand check of oils. I also wear religious garments and had to pull my shirt up to show my waist and expose my garments. Please tell me how that is nessecary. Please! Is it a scare tactic because she was to lazy to check them? Which I might add she didn't even do herself, she just stood there and had two other people do it.

I am extremely put off by this experience. I am just dumbfounded that this happened. I wanted to just forget it ever happened but for the past two days it's all I've been able to think of. I'm in tears just typing this.....

(b)(6)

Calling in because she wants to file a complaint over an incident that occurred at the OHare airport.
The caller states that she wears a Turban and she has flown through OHare many times and has never had the issue. The caller states that on July 8th she was refused a self Patdown of her Turban. The caller states every other time she has asked to do a self patdown of the turban, it has been allowed. The caller talked to the manager last name (b)(and the manager told the caller that a self patdown of a turban was not allowed, that an officer would have to pat it down. The caller states the TSO told her something showed up in the turban when she went through the screening. The caller states that she had it on the same as she always does. Caller feels she was only treated this way because of the turban.

Caller transferred to E Vaisey.

7/29/2014 5:51:07 PM

This was on July 8th around 7:30 AM.

Advised caller:

For this complaint to be considered complete, you do need to submit it in writing. You will receive an email with the information required to be sent for the complaint.

I will also forward the complaint you gave over the phone to the multicultural branch.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

7/29/2014 6:24:55 PM

Are you 18 or over? no
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? yes

Which U.S. airport were you traveling through?
Miami International Airport

I just passed through outbound security at ORD chicago O hare airport. As I always do, I opted out of the scanner. Officer (b)(6) (large white male) began by patting me down with the backs of his hands, but when he went over my genitals he turned his hands over and pinched and felt my scrotum and testicles with his fingers.

The officer asked for another TSA officer (large african-american male) to pat me down, and he did so in the standard way - it was professional and not at all disturbing.

I filled out a complaint detailing the events above on what looked like an official form, but I want to be sure the supervisor does not accidentally lose the complaint. The supervisor said he would review the video of the pat-down since there was not a witness.

7/29/2014 8:14:00 PM

I always opt out of the scanner, and I've been patted down countless times, as I travel frequently for business. This was beyond anything I have ever experienced.
Please let me know if officer Haynes is being dismissed or receiving additional supervision and training. There should at least be someone watching this guy in future pat-downs.

I prefer to be contacted by email because I am often very busy with work during the day, but I can be reached in the evenings by phone.

Sincerely,
(b)(6)
HYPERLINK(b)(6)
(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 7/30/2014 7:35:30 AM

Name(b)(6)
Email(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening

7/30/2014 8:56:18 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1725/US Airways/Providence RI/July 25th
Comments:I left for my trip on July 24th leaving from Charlotte,NC. While going through the TSA screening I was asked to pat down my hair (to which I had a plastic clip in my hair) and the top of my back to which there was nothing. I allowed the pat down,to which the TSA agent found nothing. On my return trip from Providence RI on July 25th, the same thing occurred at the screening except this time I was told that they needed to rub my hair and buttocks area. As I looked in amazement, I knew that I had no choice,but to allow the screening to take place,but of course I'm confused as to why TSA feels that a pat down on the buttocks area would tell them what they need to know. I feel that is a complete violation to passengers and I really felt violated with the "rub down" as the agent referred to it. The female agent asked me if I preferred a private screening,but only after she saw the reaction on my face when I was told which areas of my body needed additional screening. So we had to wait for a private room and another female agent in order to complete the screening. I'm still not sure why TSA can't use the wand or some other device to wave in order to avoid violating people as an alternative to these "rub downs"?? In addition,the agents would not allow me to collect my belongings while we waited several minutes for a private room to do the screening and another female TSA agent. I inquired about that because the message on the PA system always tells you not to leave your belongings around anywhere while in the airport,yet my personal belongings (including my purse) was just left sitting on the belt after going through the x-ray screening. That did not make me comfortable at all. I asked if those traveling with me could take my belongings so that all of the complete strangers gathering their items did not attempt to take my things and was told "No". Finally,we got to the screening in the private room where I was rubbed down in my buttocks area by the TSA agent,again to find nothing. Now,I'm still feeling completely violated,embarrassed and frustrated because of all of this. My complaint is on the unnecessary violation of my body to screen by hands, not allowing me to get my belongings, the rudeness of the agents (instead of trying to make me a little more at ease while I've been singled out in front of hundreds of people and the fact that they told me they needed to rub my hair & buttocks initially,but they also did an addition swab of my hands while in the private screening. I travel by airline often, in fact this trip was my third in a little over a month. While I understand the reason for increased security,I do not feel that these "rub downs" are necessary and that it is a complete violation to the person when dealing with certain areas of the body.

NOTICE:

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

7/30/2014 9:00:29 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

7/30/2014 12:20:08 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

Caller travels through the Denver and has for over 10 years as well as other airports. He is upset at the officers at TSA. He says they are only trying to maintain their employment there. He says he had to use a wheelchair on his last flight. He had went through Altanta and was given PreCheck. He says at Denver he was able to stand and get out of the chair, he was wearing a knee brace but did not get PreCheck. He says at other airports they patdown him down, this time they test him for explosive they swab his hands and the knee brace. He says agent at the scanner held the wheelchair hostage until someone could take it and test it for explosives as well. He says the wheelchair belongs to the airport he feels they should not have done this causing the delay in the wheelchair. He addressed this to the officer and was told this is what they are suppose to do. He says they made him take off his shoes.

7/30/2014 12:37:11 PM

Told caller
I eplained to him that all medical equipment was subject to screening, that could be testing it for explosive trace detection.
I told him that if it was difficult to remove his shoes he can ask to leave them on but he has to let them know before screening starts and they can allow him to leave on his shoes.
I was sorry he feels they had done more than what was needed. It is our job to keep passengers safe on the planes. Screening is left up to the officer at the checkpoint.

I offered to send his complaint to the CSM, he did not want to provide his name or contact information so I am not sending it.

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps.Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.
A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

7/30/2014 1:15:38 PM

• The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
• The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
• The passenger may ask for a chair to sit in if needed.
• The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

On addition, please forward this and understand the implications- what I was wearing last night is acceptable for the metal detector but when forced to go through the scanner it was not acceptable because I had to have a pat down. What is going to happen when we all have our light jackets on in the fall/winter and the scanner makes us all have pat downs? How much is that going to slow down the process for those of us who have background checks- not just getting a free pass through?

Sent from my iPhone

Begin forwarded message:

From (b)(6)
Date: July 29, 2014 at 2:57:40 PM PDT
To: "HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov>
Subject: TSA Precheck random new pilot program

7/30/2014 2:19:43 PM

I am beyond angry. I have been a member of Precheck since the beginning, having gone through Homeland Security to get a Global ID, as well as being invited by United Airlines. Today at IAH I was the second out of random 5 passengers who had to go through the scanner due to a new random screening for Precheck passengers. I was told it was a new program out of DC. WHY would you force random screening on passengers who have been cleared for almost 3 years? This is ridiculous and makes us think you are all incompetent again, when we just became satisfied that you had finally figured out how to take care of frequent fliers who had submitted to background checks. Is it because you have let too many people be involved Precheck who really don't understand it and you are giving them random opportunities? If so, you are punishing the very people who helped make it a success. It is lot fair to make me randomly be "jumped" by TSA and forced to go through a different screening protocol. I want an answer.
(b)(6)

Sent from my iPad

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, July 30, 2014 3:48 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

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

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Remote Client I (b)(6)
Date Time: 7 30 2014 3:48:04 PM

7/30/2014 4:25:28 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:

Caller asked where she would go to file a complaint, feels like she was unnecessarily subjected to additional screening, patdown and her baggage was inspected and she works for Frontier Airlines.
She had a paper temporary ID instead of a valid photo ID and her expired license which expired the end of last month.
She had her work ID and showed her temporary ID.
She asked the DC if this is for everyone and was told the agent can request additional ID and it is up to them to clear a passenger.
Call dropped at 4:54 PM
Supervisor cleared her to go through the checkpoint and stated she had to have additional screening.
Departing at 5:10 PM from TTN
Caller stated a temporary ID is a valid form of ID per the TSA website.

Response:
Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present other documents as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable
Advised caller standard operating procedures for any airport in the US allows passengers to provide alternative forms of ID and if able to identify will clear to enter the checkpoint.
Read following to caller:

7/30/2014 4:49:07 PM

http://www.tsa.gov/traveler-information/acceptable-ids
Adult passengers 18 and over must show valid identification at the airport checkpoint in order to travel.

We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won't be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight.

If we clear you through this process, we may give you additional screening. If we can't verify your identity, you may not be allowed to enter the screening checkpoint or to board a plane.

Acceptable IDs for screening purposes include:

U.S. passport
U.S. passport card
DHS trusted traveler cards (Global Entry, 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
Good Afternoon,

I'm writing to provide feedback on my experience with TSA on the morning of 7/28/2014 at @ 6:15am at the MKE Airport, Concourse D.

I travel 75% for my job and am through the MKE airport at least 2 to 3 times/month. I know the routine by now. As I stepped into the Body Scan Machine, I raised my arms and immediately heard shouting. Since, I am deaf in my left ear, I didn't understand where it was coming from. I heard the shouting again but closer. I looked to my left and (b)(6) was coming at me now screaming at me to 'drop my hands!!'. I asked 'why' and she said 'because it will take awhile!!'. I have never been screamed at from a TSA agent nor approached in such a confrontational manner. (b)(6) actually left the person who she was doing a pat down with to come over and confront me. I was appalled! Who cares if I stood there with my arms raised. I harmed no one!

Immediately after she screamed at me and walked back to the person she was patting down, a second person approached me and told me to put my hands up for the screen.

7/30/2014 6:40:06 PM

As I exited the machine (b)(6) was waiting for me and I asked for her name. She said (b)(6) but I repeated her last name on her tag (b)(6) and she said I'd only need her first name. I told her she was quite rude and she refused to talk to me.

(b)(6) needs some tolerance training. I am deaf in my left ear and did not hear her. My disability should not provoke a TSA agent to be confrontational. She had the opportunity to apologize to me when I told her she was rude, but she only looked past me.

I also don't' think I as threat with my hands raised that she would actually leave the person she was patting down to confront me.

I'm just really upset about the whole experience and would like a follow up.

Thanks in Advance

Feedback Type : Compliment
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 7/31/2014 1:20:39 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/31/2014 8:25:28 AM

Comment : The Patdown and the advance imaging technology is very humiliating and uncomfortable situation for many passengers like me. It's not a nice feeling that a stranger come to you and touch you. We feel like we are at the Doctor Office or we feel like criminal, many people are very sensitive about this especially because it's preformed in front of many audience travelers, including our family. Nobody really have the courage or time to ask for Private Room for Pat down especially if you travel with little children.
The TSA agents at the Lax Airport are very tough, never smile or greet. They preform pat down almost for anybody that pass the Advance Imaging Technology.
I would really would like to understand Why you don't make this process more enjoyable and less stress? Why you don't used the same Security Check Out Manners/ process like at the Israeli international airport?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

7/31/2014 8:25:51 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? Yes

Which U.S. airport were you traveling through?

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

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Remote Client IP (b)(6)
Date Time: 7/31/2014 9:11:37 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines flight 295 from New Orleans to Denver out of gate D5
Comments:The Line I was in was backed up, the TSA agent never turned around to see the big back up.
The 2 lines next to us which were regular lines were empty, I had already had my I D checked so was just waiting for grey tubs to put through screening machine.
I was starting to move to the other machine that was empty and the agent in a very inappropriate voice said (sir WE do not cross under ropes) her demeaning tone was not necessary.

7/31/2014 10:16:07 AM

I appreciate what TSA does for us as travelers and would never talk that way to one of your agents, however because of her tone I retorted with (WE were not crossing ropes I was and wasn't aware it was not allowed)

This lady needs a bit of customer service training and how to talk to people, I would never stand by for one of my employees talking to one of my customers in that fashion , and expect no less from any other customer service business.

I then saw her point me out to be further humiliated by pulling me to the side to detain me.

She is the kind of person that sets nice people off at security and gives TSA a bad name.

On a good note the gentleman that did the extensive pat down and subsequent search of my bags was very professional and treated me with the dignity I deserved as one of your customers.

I asked for a supervisor and lodged my complaint, she also was very kind and attempted to explain her coworkers foul behavior.

I will still treat your employees with the respect they deserve and know this is an isolated case, however this person is probably just a miserable person and could use customer service training.

Thank you for allowing me to share my experience both bad and good.

Sincerely
To Whom It May Concern,

7/31/2014 2:12:51 PM

Recently I flew from Burlington Ct to Mexico City and upon arrival I found a TSA baggage inspection notice in my luggage. I have to admit to you that I felt violated. I don't understand why your organization can't inspect bags in the presence of the owner. Why you do this procedure behind closed doors without a person's knowledge is an example of MY government taking away MY personal rights. No other free world country does this to their citizens. Why MY government takes away the rights of a forth generation (born in the USA) citizen who has always supported her country and has no record of disobedience or any criminal record is beyond me. My government now has overstepped their authority and is now questioning everyone, even their devoted citizens. Every time I travel I have to stand in long lines and subject myself to humiliating body x-ray screening and pat downs not to mention the x-raying of my personal carry-on belongings and now I find a notice that MY government has searched my luggage without any legal documentation of probable cause is WRONG! I am contacting all of my representatives and legal advice to make sure this procedure is stopped!

I am proud of being an American but am discussed with what America is doing to her citizens!

Extremely upset,
(b)(6)

7/31/2014 2:14:31 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/31/2014 1:20:26 PM Airport : DEN - Denver International Date/Time of Travel : 7/31/2014 10:45 AM Airline & Flight Number : Jet Blue #494 Checkpoint/Area of Airport : Flight Pre Check Security TSA Employee: (If Known) :
Comment : I was directed through Pre Check and told them I have 2 hip replacements. I was told it was fine and that they had a 360 scanner. However when I finally got to the detector I was told the 360 scanner was on the other side and not operating. I went to theJet Blue flight 494. Expected to land at 6:54. I do have 1 checked bag, so it would probably be easiest for the 3 of us to meet at Jet Blue baggage claim. I don't know which carousel yet. Will text tomorrow when I land. Looking forward to getting back. regular security line that had the 360 scanner. Was told I had to remove shoes and then had to submit to a pat down anyway by a rude woman. What is the point of flight pre check? I didn't even choose pre check. It just appears on my boarding pass!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller's son flew from Atlanta to Orlando with a one way ticket with his temporary ID. He did not have any problem at the checkpoint. While leaving the Orlando International airport he was pulled to the side in a room and was required to have a strip search. His ID is not good and they searched his things. He said he was completely stripped. Why was he stripped? This is not right and if he had weapons or drugs then that might have have been a reason. He had nothing on him and she is livid this has happened. She should she contact the police or a lawyer? Caller was not positive it was TSO's.

7/31/2014 6:05:46 PM Advised:

I was not aware of this type of search however additional screening is required at times with a patdown procedure. The patdown would not require revealing sensitive areas.

I provided the CSM information and asked the caller to speak with her to inquire about the screening. The CSM is the TSA point of contact and would be able to offer information about the event.

Name: (b)(6)
Phone:

The caller has gone through security lines a couple of time recently and before she went through the screener she had to leave her purse for a while as it got screened. She states that there were two instances where she was separated from her purse and due to the crowds and lines she could not see her purse and she did not know where it was. She says that this happened at both DEN and MDW. She does have a replacement knee so she had to have a patdown. She feels that this is not an isolated situation and is taking place at several airports and she does not believe this is a good practice.

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

The caller states that she tried to communicate this with officers at the airports but they did not give any feedback and disregarded her comments.

7/31/2014 9:40:06 PM

AIRPORT: DEN
DATE OF TRAVEL: 07-31-14
DEPARTURE TIME: 2030
CHECKED BAGGAGE TIME: 1845
AIRLINE: Frontier
FLIGHT NUMBER: 538
TERMINAL OR GATE: A29
CONTACT: (b)(6)

She states that this also happened on July 22 at MDW for a 1300 departure and she was at the check point at 1100 and they did not have the body scanner working so she got a patdown.

I advised the caller that I will forward this information to the CSMs at DEN and MDW for their review.
Caller requested a supervisor because yesterday they flew from ORD to BWI. His daughter requested a wheelchair for him and when he got to security he had a hard time trying to get his money clip and items out of his back pocket. He was required to have a patdown while he remained seated and the TSO placed his watch, belt and money clip in the bin for him and later brought his belt and watch back to him, but, not his money clip with $150. He was wearing a black WWII cap which stated Veteran with a gold insignia and a red honor jacket, he is 88 yrs. old and didn t realize until he got on the plane that he didn t have his moneyclip.
(b)(6) then came on phone and provided rest of details:
Flight # AA 4276,American Airlines, departed approx. 6:50 AM, Gate# H3A.

8/1/2014 8:25:36 AM Response:
Apolgozed to caller for his screening experience and advised information will be provided to the CSM for review.
Advised the CSM may be able to review video of the screening to see what happened. Explained if the items were left laying in the bin while he was patted down someone could have taken the money clip.

Explained if left in the bin items are turned over to lost and found and provided following:
Chicago
O Hare International Airport
773-377-1210

I sent an email last week but since it appears it's hit or miss as to answering my questions So I thought I'd send a more complete email.

On Tuesday, July 28th, about 4:30 pm my husband and I both went throughout the same TSA Precheck at IAH C Terminal for Elite Access that we have gone through for years. This is the same Precheck security line we've used since Precheck began. When Precheck began we both went to Homeland Security and obtained Global ID's. I also was asked into the Precheck program by United Airlines since I am a Platinum member/frequent flyer.

When going through the security line at the conveyor belt the TSA agent moved my purse on the belt and stood it up. I now think that was his code to have me get "dinged" by the metal detector because I was "dinged" and made to go through a scanner. I was wearing my normal attire for Precheck and then had to be patted down because of my clothes. While I only had on a light sweater what would happen if I had on my normal lightweight jacket? Have to strip down to clothes that the scanner can handle? What is going to happen this winter when we are wearing our jackets? Are all of us fully qualified Precheck fliers going to be held up even. More because none of us are prepared for the clothing we should be wearing? Why are we, your highest trusted travelers made to endure this? Is it because TSA has allowed so many into the program to try it that the program is once again going to the lowest common denominator and those of us who took it seriously are being disadvantaged?

8/1/2014 8:25:48 AM

After this humiliating experience I then asked the desk (where 4 TSA staff were standing around talking about their personal lives) why was I made to go through the scanner? There were 2 of us - a man and myself (obviously TSA always pulls a woman since our proportions are less in the Precheck line) within 5 people so that means 20% of us had to go through this.

This is not right and is something TSA needs to think through. before implementing. A very serious question - exactly how many people have you "caught" through the Precheck line with issues? How many with a Global ID have proved to be an issue?

I would like my/this situation looked at thoroughly by the people in charge at TSA. Surely this was not thought through and there is a better way if you are truly worried about those in Precheck. People who have gone through the trouble of being interviewed and background checked by Homeland Security do not deserve the humiliation that your staff out them through. We should not be subject to pat downs.

Is there really a "pilot" project going in regarding this or is this just one more reason that we cannot trust/like TSA?

I would like a response, not just a computer-generated answer which does not even apply tony questions. I am sending this because I don't feel my email was read correctly. This is a very serious concern of mine. My only other option is not to fly and I fly because my work demands it.

Sent from my iPad

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/31/2014 11:15:35 PM Airport : OAK - Oakland International Date/Time of Travel : 07/31/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Domestic TSA Employee: (If Known) :
Comment : Pat down search. Agent acted in weird manner and looked gay because he had two large diamond earrings. He smiled in a weird way to another TSA worker as if to say he was going to enjoy the pat down. Like he had won a prize.

I have had many pat down searches over the years because I choose to opt out of the scanner.

The TSA forced his hands high into my privates on both rear and frontal search in an unnecessary manner. He truly went too far. I think he did it for some sort of kick which I did not appreciate. I do not appreciate a being treated like some sex object by this TSA worker. He was very mechanical in speaking as well and made rude rebuttal when I asked him to change his gloves and also when I said have a nice flight by mistake.

8/1/2014 8:29:04 AM

He had a third TSA worker with him was watching him and seemed to be in training at the time. He was unaware of the extra search but did hear the snotty way the TSA worker communicated.

I was completely relaxed and kind. I was not in any kind of rush.

Seems to me gay agents shouldn't be handling men and going for a little too much.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about *what are you doing on the list?* So he flet that it was important to call us. This was the first and only occurance.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is

8/1/2014 10:29:15 AM

considered detrimental to the security of transportation.
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. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/1/2014 8:46:50 AM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/01/2014 7:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : C34
TSA Employee: (If Known) :

8/1/2014 10:34:38 AM

Comment : Team was short handed and had to stop the line for pat downs. Pre-check was 50+ people long. Team was doing best they could but no other precheck available in the whole terminal and pome travel time.

Poor.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: 3 (b)(6) Streamwood, IL

8/1/2014 12:20:26 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Chicago O Hare International Airport

What was the date and approximate time of the incident?

TSA TCC:
CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----
From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/1/2014 2:21:52 PM

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

Are you 18 or over? yes

To whom it may concern

On Wednesday, July 30th, 2014 I was booked on Alaska flight 2022 from Redmond OR to Seattle with on ongoing flight to Sacramento. I was TSA prechecked and received my card from the security agent as I entered the security line.

I was told that I would not have to remove my shoes or belt so I did not do so. I am type 1 diabetic and wear an insulin pump, which I always clearly indicate to the agent before entering the xray machine.

Naturally the alarm went off and I was escorted to the pat down area, where I assumed they would swab my hands, run the swab through the analyzer, and send me on my way.

8/1/2014 4:08:08 PM

Instead, I was told that they needed to pat me down completely! I pointed out that this was not the normal procedure and was rudely told that I WAS going to be patted down. At this point I asked for a supervisor and was told the same thing. I can not tell you his name, but he is extremely heavy, and I am sure they would know who it is. He said my shoes were probably the cause of the alarm, so I would need to be patted down. I said that I would be glad to take them off and go through again, but he indicated that this was not an option. Really? I have seen it done MANY times before.

He was very confrontational, and finally told me that he was ready to "through me out" if I kept making my point. I did NOT raise my voice, but clearly I was upset. He was clearly intent on proving that he was right.

I sincerely believe that this supervisor was being discriminatory to me. Starting a couple of years ago this same employee would insist that I go through a complete pat down, just because I wore an insulin pump. This went on for a number of flights until I noticed that in any other airport all I had to do was have my hands swabbed and analyzed, then I was quickly cleared. The next time I traveled through Redmond, I asked for a supervisor and pointed this out. From that time on, until this flight I have not been fully patted down at the Redmond airport.

This supervisor seems to have it out for me. There was NO reason that I could not have taken my shoes off, cleared the xray machine, and moved along. He was doing nothing more than proving who was in charge. I am a 57 year old business owner, and I do not need someone trying to humiliate and belittle me in public.

Caller said he is in Canada and he tried to file a complaint online but it would not go through. He said he lost a personal wallet and a cell phone at LAX at the checkpoint. He said he already called lost and found and left a message there and he said he forgot to get the wallet and cell phone when he left the checkpoint. He said he had to go through special screening and a patdown for a pacemaker and he was in the wheelchair and he did not know until he was at his destination that he had lost it. He said he wants this sent to the CSM at the airport. He said he put the brown leather wallet and the Jitterbug red cell phone in the plastic bin for screening and that they are both missing. He said he does not want to file a claim and he said his green card is in the wallet and he would like his items back.

Complaint:CSM
Claims Lost Wallet and Cell Phone

Airport:LAX
Airline: AirCanada
Flight Number:772
Departure Time: 07-18-14 at 10 am
Arrival Airport and Time:Toronto at 6 pm
Location: security checkpoint
Terminal: 2
Gate:unknown
Contact (b)(6) or (b)(6)

8/1/2014 5:02:43 PM

I advised him that I will refer this to the CSM at the airport.

Response:I gave him the phone # for lost and found at: Los Angeles International Airport

310-242-9073.

To protect a passenger's rights under Federal law and to file a valid claim, travelers 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 occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim and he interrupted me then and said he did not want to file a claim.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/1/2014 4:06:29 PM
Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 08/01/2014 Airline & Flight Number : Delta 1881 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The last two times I have departed on Delta from CVG in Kentucky, I used the TSA pre-check lane and had the same same experience. The pre-check lane ois not equipped with the three second scanner that ignores artificial joints, I asked to be screened at the nearby lane that did have one. My requests were refused. So I had to go through the older machine, alerting telling the staff that I had artificial knees that would set off the alarm. Each time the staff who conducted the pat down check narrated each action they performed. I objected, saying that I knew full well what this entails. In ea case I was told that narrating this pat down was required. Please make this narration optional!! It is bad enough to have staff conduct a thorough search of personal body areas, but its humiliating to stand there as someone announces where they are touching you. I have never subjected to this treatment at any other airport and I fit frequently. I think CVG is being overzealous. Cease and desist!

8/1/2014 6:04:27 PM

Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

Advised caller:

8/1/2014 8:00:21 PM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. TSA regrets if this was not your experience. They are used to resolve alarms when anomalies are discovered through Advanced Imaging Technology (AIT) screening. At any time during the screening process, passengers may request a private screening. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Airport: John wayne airport
Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07 25 2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

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Advised caller:

8/1/2014 8:00:21 PM

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Airport: John wayne airport
Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07 25 2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

TSA complaint:

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

8/1/2014 8:04:28 PM

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

Dear TSA,

On 27 July 2014 at approximately 4PM I was flying out of Syracuse international "Hancock" airport. While going through security the TSA security man seemed eager even before I came up to him. He then swiped my hands and indicated there was a problem. He pulled me aside and said that I needed to be patted down. I was wearing shorts, sandals and a polo shirt with nothing to hide.

He then pulled me aside and told me that there were explosives on my hands! I told him that was absurd. I had not been near explosives and had just returned from a funeral and in fact had just washed my hands in the airport bathroom so there must be something wrong with his machine. I asked that he check my hands in another machine but he refused saying that it was TSA policy that when someone was indicated to have explosives on their hands that they undergo a full body check without checking if the machine was in error. I find that policy to be absurd.

Then two other TSA agents came over and the three of them went through all on my things in detail finding absolutely nothing. They then pulled me into a booth and conducted a full body search patting me down even on my genitals. Once again finding absolutely nothing. I then told them that either their machine was out of calibration or they were profiling me. Since I am a white middle aged male they figured that they would not be called out on profiling but they would be able to meet their daily quota for pat downs. Since the TSA agent was overly eager even before I went through his security I thought the whole affair was suspicious.

8/2/2014 1:04:36 PM

I find this whole affair ludicrous, demeaning and a total waste of both my time and taxpayer money. I told the TSA agent that last year I returned from 27 months in Afghanistan. During that time I had been in fact been contact with a alot of explosives and directly thereafter had travelled thorough numerous airports and had never been called out for explosives on my hands. He told me that perhaps it was only a cleaning solution. What nonsense!

I am asking that you look into the profiling that TSA is conducting to fill their quotas of security checks, pat downs and rifling through luggage. I am once again outraged at the lack of professionalism at the TSA. When passing through many foreign airports I feel they security personnel are much more professional and when their agents stop an individual it is for good reason. Here in the US I am always amazed at how the TSA seems to be going through the motions with actual security comes second. I am asking that you look into this situation, discipline the TSA agents working the 4PM shift on 27 June 2014 and correct your policies.

Sincerely,

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

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

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Remote Client IP: (b)(6)
Date Time: 8/2/2014 2:35:20 PM

8/2/2014 3:07:23 PM

Name(b)(6)
Email(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I am a combat vet who has service our country with honor. I was going though security when I was asked to step aside to have my hand swabbed. I was holding my 18 month old son at the time this happened. This wasn't the only problem. My girl was with me and they proceed to give her a very inappropriate pat down. We were not taking a flight but simply picking up our ten year old son at the gate. Having my hand scanned and her pat down was 100% uncalled for!!! I will never fly in or out of love field again or have anyone in my family fly in and out there either. If this is the way TSA treats our vets! this is every sad that it has come to this point.
Caller had a patdown and the TSA agent was stroking his arms back and forth from his shoulder to biceps and started giggling and asked him what is that fabric he was wearing and touching his arm. He told him to stop and just do his job. He spoke to a supervisor named(b)(6) and told her he wanted to file a complaint. She told him they could not find any complaint forms and to go to tsa.gov to file one. She gave him a person to contact which wa(b)(6) and he sent her an email but she hasn t responded. The TSO was 6 feet, black glasses and African American. The caller had blue jeans, blue striped short sleeved shirt. 6 feet white, 220 pounds, brown short hair.

Advised:

8/2/2014 5:24:15 PM

I will forward this to the CSM at the airport and they can investigate the matter.

Airport where the incident occurred: LAX
Airline: Delta
Flight numbers: 1554
Date and time of incident: July 29 2014 100 pm
Individual s contact information email
(b)(6)

To TSA

My family and I went through the security at Newark Airport on the 24th of July. My brother has diabetes type I so he has liquid in the form of his insulin and he always has to keep a juice box handy in case his blood sugar drops – which would cause a very dangerous situation – especially when doing air travel where medication isn't exactly close.

In total getting through the security took AN HOUR. First we waited in line for 30 minutes – which is what it is, but then you spent another 30 minutes checking my brother. You had him through the body scanner, then you padded him down, you did a chemical test on him. Then you did another chemical test on him, ran his luggage (where his insulin is) through the scanner three times, you did a very thoroughly and very invasive "pat down" search – where you were openly groping him on his private parts (touching his genitalia and buttocks and also inside his pants) in front of all the other passengers (something that should ALWAYS be done in private if necessary) before doing another chemical test. All of this was done out in the open for everyone to watch. And all of this was done because he needed to take a juice box onboard his flight. Why, do you need to pat a guy down because he is carrying juice – when he has a letter from his doctor explaining he has diabetes?

8/3/2014
1:06:20
PM

I have to say that I was shocked to see that this is how you treat people. It is a very inappropriate and respect less way of treating people with an illness. It's not his choice that he has to carry that little juice box and his medication around and we have never before been treated like that in any other airport. This is so unheard of. I'm truly shocked at the lack of dignity and respect you have for passengers. You should consider giving people with diabetes a juice box after they pass security, all taken into consideration that would be more cost-efficient.

Diabetes is a growing disease so you will have more people needing to bring juice and insulin on board in the future. And one can only hope that you start showing these people some respect.

Having previously contacted you (when you broke my mother's suitcase) without any response, I don't except to hear from you now, but I can only hope that you'll read this and learn something. As I said diabetes is getting more and more common and I can only hope that you'll treat people better in the future because even TSA should be able to see that this just isn't right.

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8/3/2014 1:06:20 PM

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Date: August 3,2014
Time: Around 1 PM

8/3/2014 3:10:13 PM

Airport: Orlando International Airport (MCO)

TSA Employee: (b)(6)

Complaint: (b)(6) is an extremely rude employee of the TSA. First, I had to wait over 7 minutes for an opt-out pat down, though she was free. Once she arrived, she was immediately rude and disrespectful. I, and my fellow passengers, do not deserve to be treated poorly when we have done nothing wrong and when we are cooperative. I asked to speak with the supervisor, and he kindly asked me to fill out a complaint card.

8/3/2014 7:04:27 PM

I have been approved for TSA pre-check for the last few flights I have taken and I have a total knee replacement. I tell the agent ahead of time and show them the card from my doctor and naturally after going thru the detector the buzzer is set off. Why after all of this information do I still have to have a complete pat down when all that needs to be done is have my knee scanned with the wand? I am 70 years of age and I find this absolutely appalling. What is the sense of me having a TSA pre-check? I thought with TSA pre-check I would not have to remove my belt nor shoes or jacket, but that is not true. I still have to do this when they pat me down. I think from now on I am just going to go thru the regular screening and see what happens. I hope you can explain this to me. Thank you and I look forward to hearing from you.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/3/2014 11:42:41 PM Airport : SJC - San Jose International Date/Time of Travel : 08/03/2014 5:15 PM Airline & Flight Number : Southwest 1453 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Unknown Comment : I was subject to a pat down at the same time as another man. I've been through these before, but this one was very different. While they finished patting the other man down very quickly, the agent assigned to me continuously and repeatedly performed the inner thigh check touching my groin, penis, buttox, and butt. It was starting to attract attention from other passengers as he continued to do this over and over again. This was so extreme it really felt like sexual assault. Please have someone (or multiple people) review the security tapes from around 5:15PM in SJC Terminal B and let me know how he can justify continuously and repeatedly touching me in that manner.

Also, it took multiple attempts and over two hours to receive a response from the TSA, which eventually gave me the URL of this form to fill out. The original attempt was here:

8/4/2014 8:56:37 AM (b)(6)

Hours later, I tried again:

(b)(6)

Please help me find closure in this incident.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, August 03, 2014 5:11 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 8 3 2014 5:10:42 PM

8/4/2014 8:57:17 AM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can):
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:

From: (b)(6)
Sent: Monday, August 04, 2014 11:58 AM
To: (b)(6)
Cc: TSAExternalCompliance (b)(6) Legal Affairs
Subject: Screening of Sikh American Passenger at ROC

Dear (b)(6)

Please find that attached letter regarding the screening of a Sikh American passenger at Rochester International Airport.

Sincerely,

8/4/2014 12:46:24 PM

(b)(6)
(b)(6) Washington, DC 20005
Phone (b)(6) | Fax: 202-318-4433
HYPERLINK (b)(6)
HYPERLINK (b)(6)
HYPERLINK

This e-mail presents general views on public policy and law. It should not be considered legal advice and should not be taken to form an attorney-client relationship. You should consult with an attorney before taking any action or refraining from any action based on the content of this message. This message may be privileged or confidential. If you are not the intended recipient please notify the sender immediately.

Kimberly Bandy, Manager
Multicultural Branch, Disability and Multicultural Division
Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration

8/4/2014 2:08:19 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/4/2014 12:17:45 PM Airport : MYR - Myrtle Beach International Date/Time of Travel : 08/04/2014 11:15 AM Airline & Flight Number : us air 2786 Checkpoint/Area of Airport : TSA check in TSA Employee: (If Known) : not known
Comment : My son just got in touch with me and told me that he was pulled out of line at the airport and had to go through a full pat down because the TSA screener said he had high grade military explosives on his hands. I do not know at this time what method they used to obtain their information, but what they were detecting turned out to be hair gel. Really? Is this the best our government can do to protect us? The thing is, I'm not as mad about the pat down as I am about the reason for it. I thought he was just a random pull out. Its happened to me. Its not a big deal. The most worrisome thing is, if you can't tell hair gel from high grade explosives, there is a real problem. Don't tell me they have traces of the same chemicals, I'm not that dumb.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/4/2014 4:13:54 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/4/2014 1:47:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/25/2014 1:20 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) : female pat down Comment : (1) Why was my husband okayed for pre-screening and I was not? I depend on him at times, like at airports.

(2) Because of medical reasons, I did not want to go through anything but a metal detector so I opted for my first pat down. I was told to wait in an area where passengers were walking past on both sides. The female agent acted as if the process was an imposition. After the pat down, she never changed her gloves. The latter was very disturbing and disgusting.

Going through the screening in SLC was so opposite the LAX experience. It was a delightful surprise.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller s son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

8/4/2014 5:00:10 PM

A TSO of the same gender as the passenger will conduct the patdown search. 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.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. 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.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

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If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

8/4/2014 6:10:59 PM

Dear TSA,
I have written to you many times in the past to complement excellent service by TSA employees, particularly at the Portland, Oregon airport. Unfortunately, today I had quite the,rare, opposite experience. I am a Buddhist nun, dressed as such. I work as an oncology chaplain and do not like to go through the scanners. Today in Jacksonville, first of all, the pat down area was directly in the line of sight of everyone exiting the security line. The agent who patted me down paid far too much attention to checking my groin area, several times, in front of the crowd. She called the supervisor over, which attracted even more attention, saying she "felt something" between my legs. There was nothing other than clothing. Again, I am a nun. It was awful having her put her hand much too closely between my legs over and over in public.

What I ask for is both human and religious respect. Please educate your officers better.

Yours truly
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/4/2014 5:05:39 PM

8/4/2014 6:11:12 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):United Airline / UA1221 / Gate 15
Comments:On Monday the 4th of August 2014 @ 9:00am at Honolulu International Airport my daughter a United States Naval Midshipman (in uniform) procceded through the TSA security check point. She went through the metal scanner and of course the alarm sounded indicating that she had some sort of metal on her, this is happening because she's in uniform. The TSA screener told her to go back through again. This went on for a total of three times all the while she kept telling the screener that it was her "shirt stays" and to let her go through the body scan machine and that will show the "shirt stays". The screener told her that she needed to go and see the female TSA agent and she would give you a body pat down. she proceeded to the female agent and the agent told her that they would go behind to a private area and do the pat down. She told the agent no do the pat down here in front of everyone. The agent proceeded with the pat down and they also used the wand on my daughter and it still went off. She explained to the agent that it was her "shirt stays" that was causing the wand to go off. The agent told her that she needed to take off the "shirt stays". My daughter told the TSA agent that she would have to get totally undressed to do that, so the agent contiued to pat her down and messed with the bunn in her hair and totally undid the bunn which took my daughter 1/2 hour to put up. After they were done they told her that she didn't need to take off her uniform. They finally let her proceed to her gate. While this was going on with my daughter me and my wife were watching from outside the security area and a lady who could speak no english along with 3 others who also could speak no english bumped into me and my wife then proceeded thru to TSA pre-check and went in. The whole point here is that you have United States Naval Midshipman in Uniform that is being humiliated infront of the general public while you have individuals that can not speak english go through TSA pre-check. What is the United States of America coming to. Looking forward to hearing from someone.

Respectfully
(b)(6)

Caller travels on SouthWest every time they travel together his wife gets precheck they travel usually from New Orland s they are not members of any program. He is aware of of the 75 an older screening because he is 77 with a pace maker so he has to get patdown. They are both FF but he is not sure if she was opted in or not.
How can participate?

8/5/2014 9:17:29 AM

Response
While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u2713™ application program or Global Entry. $85 for pre check application and $100 for TT with CBP both for 5 years you will have to visit an enrollment center for finger prints , present id and complete a background check.
It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening.
Maybe his wife was opted in by the airline. Contact 855-347-8371 for an appointment.

Caller flew from ABQ to DAL and was returning from a flight had a horrible experience in DAL and felt that the agents were rude. They were yelling at her during screening when they found her feeding pump in a carry on bag, stating *This looks suspicious!*. She has an ostomy and feeding tube on her body and felt that the patdown was extremely rough by the TSA officers. She said that she had the same screening at ABQ by TSA but that the experience there was very pleasant. The agents were professional and kind at the same time.

The screening at DAL left her in tears, she sobbed as she walked to her boarding gate. After questioning her, it appears that she didn t declare her medications and feeding pump, which most likely caused the additional screening. She also said that someone had just been arrested at the checkpoint for bringing a firearm to the checkpoint, so tensions were very high at the time that her screening occured.

Date Time--8-1-14 at 7:40am (at the checkpoint)
Gate or Terminal--Gate 10
Airline—SW
Flight #--1709

Advised:

8/5/2014 11:48:04 AM

I apologized for her experience explained that 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 Transportation Security Officer at the checkpoint 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.

For her future flights coming in the near future I told her to call the number below to TSA Cares and arrange for her flight information to be sent to the departing and returning airport.

I explained that in the future PWD s need to declare their medications and medical conditions prior to screening to avoid additional screening.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

I told them to ask for a PSS or Supervisor and offered the email. The email needs to be forwarded to her with the TSA Cares information.
Today aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to be taken away.

Here are the events:
We are traveling as a family with four kids: 10, 9, 4, and 22 months. As we were a family, they opened up the gate leading to the metal detector and asked he whole family to go through. I went first and the 3 older kids followed me. Then they asked my wife to put the baby down and let the baby walk through on her own. We attempted for about 3 seconds to coax the baby through to me on the other side of the gate, however the baby was very scared.

8/5/2014 12:13:21 PM

The agen (b)(6) became impatient with this process and indicated that it was okay for my wife to just carry the baby. Right as my wife was walking through the metal detector the agent (b)(6) said: "I will have to test your hands then".

My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which lead to the detainment followed by the pat down.

My wife is 5'7 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.

Sent from my iPhone

8/5/2014 12:24:21 PM

Caller flew DEN-TYS last Sunday aboard Frontier #588. Caller removed all his belongings from his pockets at the checkpoint and was screened by AIT. After AIT screening the caller was subjected to a pat-down by a male TSO whom he describes was possibly of Middle Eastern descent with dark graying hair. Caller was unable to obtain the name of the TSO but indicates the officer accusing him of hiding something and that is why he was patted down. Caller underwent the patdown and is livid he was accused of this by the TSO. He then spoke with STSO (b)(6) who gave him a comment card with our contact number. This incident occurred at approximately 10:05AM at lane 2 of Terminal A last Sunday. Caller did not provide an email address but did provide a contact number.

Resolution:

Advised I would forward your complaint to the CSM at DEN for review.

Caller has been going through the TSA precheck and all of the sudden she cant get through anymore. She stated that she was 79 years old and everyone including Delta is saying she needs a Known Number. She said she is a member of GE already. She just wants to know what to do. She was talking the middle name being different on her GE and passport than it was on her Drivers license and Delta profile. She said she would use the passport and get a new updated ID.

Response:
Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/5/2014 5:39:32 PM

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Told the caller if she is a GE member she is already eligible for precheck. Explained that her GE pass ID is a 9 digit number starting with a 98 on the back of her GE card. That number needs to be entered in the KTN field of each reservation. She also needs to make sure her full name DOB and gender matches her GE information exactly. Told the caller that GE is for domestic travel and has other incentives for international travel. Explained she needs to make sure all of her personal information matches so her precheck will work. If she already has a booked flight she can contact Delta, and have them update her middle name add her GE number to the KTN field of the reservation and resubmit the reservation TSA.

Adding the missing information:

SNA airport. My name is (b)(6) and my wife's name is (b)(6). Our flight left at 8:10 am this morning and the security incident happened at roughly 7:00.

Needless to say this was a terrible way to begin our trip and could have easily been avoided.

(b)(6)

Sent from my iPhone

> On Aug 5, 2014, at 10:41 AM, (b)(6)
>

8/5/2014 6:08:57 PM

> Today aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to be taken away.
>
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>
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>
> My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which lead to the detainment followed by the pat down.
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> My wife is 5'7 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.
>
> Sent from my iPhone

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Remote Client IP (b)(6)
Date Time: 8/5/2014 9:19:43 PM

8/5/2014 10:05:51 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight# 90 /JetBlue/Terminal 2/Gate 36/San Diego nonstop to JFK
Comments:An official (female, 40's-50's) was extremely rude and discourteous to me while i was in secondary. she snapped at me rudely for no reason while i asked for a pat-down search and failed to apologize. everyone else exemplified spectacular service, especially the male officer who conducted a pat-down search. I believe courtesy would be widely appreciated and should be heavily expected of TSA officials from their superiors.

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Remote Client IP: (b)(6)
Date Time: 8/5/2014 1:31:14 PM

8/5/2014 10:35:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):BA 048 SEA to LHR Departed SEA 4 August 2014
Gate S10. Centralised Screening In Main Terminal. Approximately 6.15 pm PDT
Comments:I was a dead-heading crew member travelling in civilian clothes. I presented myself at the security screening point, with my airline ID and explained to the female TSA officer that, as I am airline crew, I requested that I should not be screened using the irradiating scanner. The officer refused to pass me through the alternative scanner, although a number of passengers were processed through that one. She then made me wait for a significant time, which I suspect was close to 5 minutes, before she called for a male officer to conduct a pat-down search. The male officer was completely professional and I have no complaint against him. He indicated that he believed the female officer may have had "issues". I believe that the delay in calling for a male officer was excessive and unnecessary and I believe that the refusal to allow me to be screened through the alternative scanner was inappropriate. For identification on any CCTV footage, I am 5 ft 8 in tall, dark haired, and was wearing a white long sleeved shirt with a thin pale stripe, and khaki dockers. I had my passport and airline ID in my hand.

8/6/2014 8:31:21 AM

Feedback Type : Complaint
Categories : Permitted Items
Current Date/Time : 8/6/2014 12:02:36 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/05/2014 3:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6) Comment : I have traveled many times through DTW and LGA security with a (larger than 3.4 oz) bottle of contact lens solution (containing hydrogen peroxide). Usually they run a small sample through some sort of machine, and then hand it back to me with NO problem. I have never before had any trouble bringing this medical liquid through security.
However, today, at DFW (b)(6) told me I could not bring the solution, OR she could test it. She did warn me that if she ran the contact solution through the machine it would 'alarm' and she would have to go through my belongings. I agreed, believing that, as every time before, I would get back my bottle of solution after her check, and I assumed the additional check of my belongings was just an extra precaution. HOWEVER, AFTER testing it, I was then told I could not have the solution back regardless, and then I still had to wait while they went through all my belongings plus gave me a full pat down. This was a huge waste of my time, and yours! I only agreed to have it tested so that I could keep it. I would never have agreed if she had told me I couldn't keep it anyway!! What is the point of that???
She kept repeating she had warned me that it would 'alarm'. This is true, however I did not understand that 'alarm' means you can't have it back. I thought 'alarm' meant that the machine would confirm it was contact lens solution containing hydrogen peroxide, which I knew. There is NO point of offering to test it if it only means a pat down and search and then you still can't have the contact lens solution! (I have submitted a separate inquiry to find out the exact policy on bringing this contact solution, so that is not the point of this comment. I DO understand agents always have discretion regardless.) The point of this comment/complaint is: PLEASE TRAIN THE TSA PERSONNEL AT DFW TO BE MUCH MORE CLEAR THAT AGREEING TO TESTING DOES **NOT** CHANGE THE OUTCOME! After I politely and calmly re-iterated that if she had told me she wouldn't give it back anyway, I would never have agreed to have it tested. After all my belongings were cleared, another agent (a supervisor?) came over and said that I actually could keep it, BUT only by going back through and giving it to someone, taking it to my car, or checking my bag. By this time, my ride had left, and my plane was about to board, so I could not use any of these 'options'. Also, it costs $25 to check a bag, and the solution is worth $15, so that is why I didn't check it in the first place. I told this second agent that I had had no trouble at other airports over many many trips. He asked what the procedure was there, and I explained, as above. He replied that those airports were doing it 'wrong' and he(DFW) was doing it 'right'. Clearly there is a discrepancy in policy/procedure between airports, and I would like to know what the correct one is. Also, I would strongly encourage you to PLEASE modify/clarify the procedure at DFW so that (b)(6) (and DFW) does not continue to offer to check something if there is no chance it will be OK. Telling someone it will 'alarm' does not clearly explain that you can't have it back. There was absolutely no point to all the extra time, wipe downs, pat downs, etc.! Alternatively, if it is actually OK to bring through, as has been my previous experience, then please let DFW know that. I am aware many people have bad stories about TSA; I always say that I think you do a great job. Today it was not a good job. I am not complaining about the outcome, I do realize agents can prohibit anything for any reason, however, this was a horrible job of communication that could easily have been avoided.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It May Concern:

I wanted to write and share an experience I had going through security on a recent flight. I want to preface this letter by informing you that I consider myself a regular air traveler, flying anywhere from six to ten times a year for both business and pleasure. Because of my many travels, I have passed through airport security many times, experiencing a variety of different responses to being a diabetic with an insulin pump. Unfortunately, this recent experience was especially frustrating and I felt it warranted reporting.

On Sunday July 27, 2014 my wife and I were returning from vacation and were flying from Cancun, Mexico to Richmond, VA with a connection in Charlotte, NC. We landed in Charlotte early around 1:00 p.m. Due to the time involved with getting through customs in Charlotte, we were extremely tight on time to make our connecting flight, but still needed to go through security to gain access to our connecting flight.

We arrived at Security Gate D around 2:00 p.m. and once we reached the screening area, we placed our belongings on the belt, removing all items from our pockets. The only item I retained on my person was my insulin pump. Upon reaching the TSA agent I informed him that I was wearing an insulin pump and could not go through the body scanner because my pump is not warrantied if it becomes damaged by the scanner. I received a response of "other diabetics go through the scanner" and a very frustrated demeanor. I informed him that I would be willing to go through the metal detector, but could not go through the scanner. The agent proceeded to speak with another TSA agent behind the baggage x-ray, stating that I was refusing to go through the scanner. Both agents rolled their eyes at one another and continued to give an impression of frustration over my request.

8/6/2014 12:18:53 PM

During this time my wife quickly made it through security, along with our belongings. In addition, there were pregnant women and many children in line stating they didn't want to go through the scanner who didn't receive any sort of frustrated response or questioning of their request. They were allowed to pass through the metal detector as soon as they opted out of the body scanner. As time passed and the TSA agent still had not made any attempt to help me, I again stated I would be willing to go through the metal detector and even offered to take my pump off to go through the scanner. I was told by the agent not to take my pump off and was again ignored while other passengers passed through security.

While I was wailing the agent asked if I was traveling with anyone and I told him that my wife was already through security and that we were going to miss our flight if I didn't get through security soon. I was told that, "it looked like my wife would be making the flight without me."

Eventually the agent sought the help of another agent and they found a male agent to perform the pat down. I was pulled aside and asked why I was refusing to go through the scanner. I informed this agent that I refused to go through the body scanner because the company who manufactures my pump would not warranty damage caused by a body scanner. He then asked why I refused to go through the metal detector and I informed him that I had not refused to go through the metal detector, stating that I offered to go through the metal detector multiple times, but was refused by the first TSA agent. He seemed confused by this and said it was too late for that now. He proceeded to give the explanation of what would occur as he patted me down. I informed the agent we were about to miss our flight and asked if he could hurry up, stating that I had been through this pat down process before. I was told he couldn't hurry up, there were cameras watching and he needed to follow the procedure. This second agent was very professional and completed the pat down. Once the pat down was completed we ran to catch our flight, arriving at the gate as the plane pulled away.

While missing our flight was frustrating, the time was close due to the long wait associated with customs and I don't think we would have made the flight even if everything went "smoothly" through security. What I do care about is the treatment I received from TSA upon explaining my situation. I always expect to receive extra scrutiny because I wear a pump, but I have been traveling with an insulin pump for many years through security and am very familiar with how things should go. I don't expect to be treated as though I am making extreme requests when I state I don't wish to go through the body scanner or send my pump through the x-ray. My insulin pump is a very expensive device that is an integral part of my diabetes treatment. Were it to become damaged and I not be aware of the situation I could experience a life-threatening situation warranting hospitalization or worse. As I stated I have flown quite a bit for business and pleasure since wearing a pump. This event was by far the worst treatment I've ever received. Being treated in this manner made me feel unfairly judged because of my condition, and makes me feel like I personally need to come up with different accommodations to pass through security with my insulin
Caller was in a wheelchair and was wandering why she did not get to go through the PreCheck line.
Her husband later came in on the line and was wandering why he did not get PreCheck on his last flight. He got it going, but not coming back. He stated that they paid the 85.00 fee and did the interview.
Both people eventually got mad, because PreCheck was random and hung up on me.

Advised caller:
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™.

8/6/2014 12:28:43 PM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Application Program
When TSA scans the barcode or observes the TSA Pre\u2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Pre\u2713™ lane for expedited screening.

Although TSA will always incorporate random and unpredictable security measures throughout the airport. This is designed so that terrorists do not try to find out how the system operates.

So there are times when you may get PreCheck and other times when you do not. That is how the system operates.
At Ontario international airport in So. California. My wife and I both have TSA Pre check but when going through security our boarding pass which stated TSA pre screened was not noticed by the first security inspector. We still had to take off our belts, remove out tablet from our carry-on and place on conveyor, remove my wallet from pants pocket and place on conveyor plus remove everything from pockets including a huge sum of cash. Even though I explained I had this cash $400 for vacation I had to remove and hold in my hand. This seems more extreme then being un-pre screened. Would you make sure your employees are aware of what pre-screened is along with posting on your website. To me, the $85 my wife and I paid
8/6/2014 2:12:28 PM for each of us for Pre screen was a waste as we were treated the same as everyone else. My wife has a metal hip and after passing through one of the booths was told she had to go through a pat down, where her arms were patted only.
What gives with this? Exactly what is the benefit of TSA pre-screen? If it's supposed to speed up the process why do those that are pre-screned get treated the same as the rest of the passenger's?
For now I'd like my money back as this was like a scam. Thank you.

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

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Remote Client IP: (b)(6)
Date Time: 8/6/2014 12:30:20 PM

8/6/2014 2:12:33 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Cleveland Hopkins Airport
Wednesday August 6 @ 12:20pm
Comments:I observed that the TSA personnel were redirecting people who did not qualify for TSA precheck into the precheck security lane. Therefore less than adequate screening was done on a number of passengers today in CLE.
Disability Description: The caller has metal implants.

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/6/2014 3:38:29 PM

TSA accepts e-mails as being signed.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

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

The caller indicated that she traveled from MYR on 7 19 with US Airways. Her hair was in a clear twist. A female TSO conducted a patdown of her head area. The caller indicated that she notices several other caucasian ladies who passed through screening after she and did not receive additional screening from the female TSO who conducted her patdown. The caller feels that she was discriminated against based on her race. She is African American.

The caller indicated that the TSO put hand sanitizer on her gloves before conducting her patdown. The caller indicated that was not supposed to be done.

The female TSO was an older white lady with light hair, 5 5 or 5 6.

8/6/2014 4:07:48 PM

She traveled with US Airways early in the morning. She does not have her itinerary information.

She indicated that she has contacted TSA at MYR in regard to this and was contacted, however she has since not been able to reach anyone.

I advised that I would refer her complaint in regard to the hand sanitizer to the CSM at MYR to make them aware. They would have the means to look into and address this.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can email information on how to file a written complaint.

TSA,

Actually, this information was not helpful. I'm afraid you've completely missed the point.

I'm well aware of the purpose of the screenings. I am all for them and anything else that ensures safe air travel. As I explained, my wife's belongings were left unattended at the end of the x-ray conveyor and could have easily been picked up by another passenger.

With other passengers going through screening and picking up their belongings it was impossible for her to maintain line-of-sight. While I'm sure TSOs go through a lot of training, the last sentence is nothing more than a company line. Just how are TSOs supposed to maintain line-of-sight of our belongings when they don't even see what belongings we place on the x-ray belt? They can't!!

Thanks Anyway...

8/6/2014 8:02:29 PM

In a message dated 8/6/2014 11:51:10 A.M. Central Daylight Time, tsatcc_do_not_reply@senture.com writes:

Thank you for your e-mail regarding maintaining a line of sight with your belongings at the Transportation Security Administration (TSA) security checkpoint.

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.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

We hope this information is helpful.

TSA Contact Center

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

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

Advised caller 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.

8/6/2014 9:41:29 PM

Advised caller of DHS Trip
Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

The caller is flying on Spirit from Kansas City to Dallas. The caller stated that the last time they flew out of Kansas City they had a huge incident regarding a person in their traveling party. The person in their traveling party is transgendered. The caller wanted to let TSA know that they were traveling again. The person in question was a (b)(6) I could locate any recording with the phone number provided to me. I apologized to the caller for the incident. I advised the caller that I could provide her with the phone number for the CSM and that they could phone the CSM. I also advised the caller of the following:

Passengers may be directed for additional screening if the information on their identification (ID) does not match their appearance or if the name on their boarding pass does not match a valid, Government-issued photo ID.
If a patdown is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

8/7/2014 1:24:28 PM

The caller advised me that they had printed off information from the website. I advised the caller that they could also phone the contact center and provide information regarding the incident that occurred roughly in June. The caller advised me that a personal from their HR department was handling the incident and that they preferred to allow that person to continue to handle the incident. I advised her that she could always phone back if the incident was not addressed.

Name (b)(6)
Phone

Dear Sir
I opt for pat downs at airports. As a frequent flyer every week. I use my right to not go through the scanners and have pad downs. However the last two occasions I have received negative resistance toward me form the TSA officers. This occurred at Midway and Philadelphia airports.

I was told to wait for a female officer, however my personal belongs went through the security scan while I was waiting on the other end. I had not way of watching my belongings. (When I talk about my belongs it includes my credit cards, drivers license, passport....these are belongs that are easily taken and very difficult and time consuming to replace). When I brought it to the TSA officers attention that I could not see my belongings, his answer was "you wanted a pat down". Therefor a person asking for a pat down seems to be discriminated against. A similar situation happened today at Philadelphia airport. My belongings was out of my sight while I was waiting. And if I could see my belongings what was I going to do in preventing someone from taking anything of my belongings.

8/7/2014 6:05:55 PM

I would appreciate if this matter could be address. And as I always say to someone who apologizes....don't apologize change your behavior. That is what I am asking for TSA to do, change their behavior toward people who choose not to be subjected to the body scanners.

Sincerely
(b)(6)

(b)(6)
Sent from my iPad

Life isn't about waiting for the storm to pass. It's about learning how to dance in the rain..

Feedback Type : Security Issue
Categories : Missing or Damaged Items; Carry-on Property Out of View During Screening Current Date/Time : 8/7/2014 4:47:02 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/06/2014 4:00 PM Airline & Flight Number : Southwest 482 Checkpoint/Area of Airport : #3 TSA Employee: (If Known) : (b)(6)
Comment : I asked for an opt-out manual screening at the SEA airport checkpoint #3 around 4pm. Before sending my bags through the X-Ray machine I asked for the opt-out from Agent-A (light brown skinned male, whose name and ID was refused to me by agent (b)(6) . Agent-A refused to act, stating that I needed to wait until I was at the x-ray machine before he could call for opt-out.

I placed my items in three totes. First alone was my laptop. Tote # 2 and 3 held my backpack and laptop bag. As soon as I was as at the front of the x-ray machine, Agent-A called for male assist and asked me to step aside.

I waited a very long time, as Agent-A called for assist at least 5 times. No one responded, though I heard another agent in another lane call for male assist once, and never heard it again. I grew concerned as I worried that my totes were sitting unattended on the other side. I felt that Agent-A, was also concerned and he repeatedly called for male assist again.

I asked about my belongings being unattended on the other side, then Agent A called at least 3 more times for male assist. Agent-A tried to rectify the situation by asking another female agent to swap places with him, so he could perform the manual screening.

8/7/2014 6:06:54 PM

By the time we got the the other side of the x-ray machines only my last two totes were visible. I was alarmed with my worst fear. I asked Agent-A about my laptop tote. He failed to react quickly, I assume he did not know what to do. I told him to call a supervisor or ask others to start looking for it. He asked for a supervisor many times. No one responded for what seemed like two minutes. My frustration level was growing as I assumed that it was stolen, and that time was an important factor to recovering the laptop.

Finally Supervisor-B (Identified to me as Supervisor (b)(6) by Supervisor (b)(6) showed up. He acknowledged the problem, but did not act in a manner that would address the issue. I was getting irate, and insisted that they look for it. I suggested that maybe it was taken back to the other side of the XRay machines with the empty totes. He stated that I needed to get pat down first before they could do anything. I insisted that they look for my laptop while Agent-A conducts a pat down on me. I think he went to do this.

Supervisor (b)(6) (pregnant), who showed up during this discussion was a TOTAL NIGHTMARE. It seemed like she did everything in her power NOT to acknowledge the problem, even going as far as stating that it was my fault for opting out! She insisted upon looking through my bags to see if the laptop was in them before looking elsewhere. Fearing no choice in the matter, I allowed her to do this.

I asked for a complaint form from Supervisor (b)(6) as she was not cooperating or addressing my concerns. She was belligerent and argumentative with me, but finally brought to me a form. I asked for her name and badge number of all involved so I would write this complaint. She insisted upon me only having her identified as Supervisor (b)(6) and the other supervisor as Supervisor (b)(6) I asked how I might refer to Agent A, but she refused and stated that I only needed to know her name. I believe this to be a CIVIL RIGHTS VIOLATION. I asked if she was wearing a badge. I looked to her other side and found one. I proceeded to transcribe her badge number off of her badge. In what seems like an act of RETALIATION and INTIMIDATION, she asked for my ID and boarding pass. She proceeded to copy my Arizona DL and boarding pass. I am quite CONCERNED about what may have been done with this information, and if I have anything to fear from this. She wrote all my info down on a piece of scratch paper. Am I going to suffer identity theft? She waited for me to give her my complaint card, asking me for it. I told her that I did not trust her with it, and that I needed a blank form so that I could mail it in myself.

I was flying today 7 August from Panama City , Florida. I tried to use my TWIC card as a credential through screening. The agents there (they even called the head agent on duty) said that was acceptable only as secondary and that I needed to go through all of the additional screening and pat downs. Your web site clearly shows that a TWIC card is acceptable. Could you please provide proper training to the agents at the ECP airport, so that more travelers showing a TWIC card do not have to go through the hassle I did. My driver license fromTexas was a temporary one on paper until the replacement arrives, so I was unable to use that. All other airports seem to accept the TWIC card. I told that to the agent, but they said that was not the rule. Thanks for your attention.

8/7/2014 8:02:56 PM

(b)(6)

Sent from my iPad

Caller wants to file a complaint about a TSA officer at the BUF airport. Caller states when he exited the x-ray machine said officer asked for his ball cap and after TSO officer patted down numerous passengers prior to him, he asked to see his ball cap and ran his fingers around the inside of the cap.
Caller spoke with (b)(6) and (b)(6) and voiced his dissatisfaction with the screening of his item.
TSO Officer was approx. 52, glasses, sandy colored hair, caucasian, approx. early 50s, maybe late 40s.
Caller stated he was hollering at the TSO because he was pissed when the TSO touched his ball cap after touching other passengers. Specifically mentioned the TSO touching foreigners and then rubbing his hands inside his ball cap.
Flying United and he wants $19.95 to purchase a new ball cap.

8/8/2014 8:34:43 AM

Response:
Apologized to caller because he wasn t satisfied with the SOP of the TSO officer, advised how to obtain a claim form from website.
Provided following:
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.

Advised caller if a passenger doesn t allow the screening procedures to be completed, he wouldn t be allowed to enter the secured area of the airport and would be denied boarding a flight. Specifically told caller he doesn t have to fly!
Advised information will be provided to the CSM for review.

Caller had filed a complaint yesterday at BWI. She says it was for an inappropriate patdown she got yesterday from a female officer. She wants to know what she should do now?

8/8/2014 9:14:42 AM

Told caller

I explained to her even if I were to take her complaint for her I would send it to the CSM at BWI. The CSM s at the airports have to handle the complaints that come in at their airports.

I could not tell her what would happen now.

Caller is a FF and is flying from ORD via American Airlines but he did not get PreCheck on this one flight and he wants to know the issue. Caller then stated he has issues taking his shoes off due to a medical condition.

Advised Caller:

Told caller that PreCheck is random you will not get it on every flight.

8/8/2014 1:06:43 PM

Also told caller you do not have to take your shoes off if you have a medical condition that keeps you from it.

Told caller if one of the machines alarms you will have to undergo a patdown.

Offered patdown information but he refused.

8/8/2014 6:14:29 PM

Hi,

I was just back from a trip to Detroit to visit family. At the DTW airport I was treated badly, especially by one woman whom, unfortunately, I cannot describe except that she is middle aged and somewhat heavy of stature. She was very rude to me. I have multiple disabilities (which I enumerated to her when she asked about sensitive areas; multiple prolapses of organs and a hip impingement). I told her that it was hard for me to stand and that I had been advised by my doctor not to go through the big scanner so that I'd need a patdown. She took away my wheelchair and made me stand in a certain spot til they could get around to me. By then I'd been standing for a few minutes and felt like my guts were coming out through my vagina; so I began to cry from the pain as they folded my wheel chair and sent it through the gate without me. I asked if I could please sit down; then they brought it back. But she was still MEAN. She went through her spiel (which I've heard countless times as I fly a lot but realize they MUST do it). This was done in a scolding tone, though! I was still sobbing as everyone there was callous and obviously took pleasure in my misery. I told the woman I knew the routine; she took this as an invitation to lecture me that she was simply doing her job and required to tell me all of this (DUH—I am a veteran FBI-credentialed investigator who formerly wore a CBP badge). She then said 'just a minute' and I believe was about to report me as incorrigible and detain me so as to miss my flight—she walked away—so I tried to kiss her ass by telling her I did not mean to be disrespectful, but was simply acknowledging that I understood she was doing what she had to do. (BUT SHE DID NOT HAVE TO BE MEAN. WASN'T I SUFFERING ENOUGH WITH A HIP IMPINGEMENT AND ORGANS FALLING OUT????) STRONGLY BELIEVE THIS WOMAN SHOULD NOT BE WORKING IN THIS CAPACITY. The young lady pushing my wheelchair told me she's mean to lots of people and that she had upbraided her previously for not forcing someone to sit in a wheelchair.

I AM FURIOUS ABOUT THIS TREATMENT AND DO NOT FEEL I DESERVED IT. MY HUSBAND, NORMALLY THE FIRST TO BLAME ME FOR ANY ABUSE, ACTUALLY ACKNOWLEDGED HIMSELF THAT SHE'D BEEN UNNECESSARILY HARSH.

In my view, this is no way to treat the traveling public. Since this agency insists on treating every person as a suspected terrorist, may I suggest as a lifelong business owner that you pay them a living wage so that you can afford appropriate help.

(b)(6)

From (b)(6)
Sent: Friday, August 08, 2014 5:10 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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Remote Client IP: (b)(6)
Date Time: 8/8/2014 5:09:32 PM

8/8/2014 6:14:51 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Forceful, painful male assist/pat down

Comments:

Officer (b)(6) (Boston Logan) used excessive force during pat-down. I politely made him of aware of the pain he was causing and asked he to be more gentle, and he did not comply. He claimed he had to use this level of force to be effective. This was

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/8/2014 3:59:11 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/08/2014 12:30 PM Airline & Flight Number : US airways Checkpoint/Area of Airport : A TSA Employee: (If Known) :
Comment : My first time through the body scanner which I was excited about. However, being the first time, the pat down woman could of been nicer. Instead she was very rude and rolled her eyes at me when I asked if everyone was patted down. She said, "yes if they have a anomaly". I asked what I had being minimally dressed (workout shorts, plain t shirt and and ponytail). The anomaly was necklace and ponytail (explained later). She rolled her eyes at me and said I have to pay you down and then proceeded. She could have been nicer and taken ten seconds to explain this. The kindness would have gone a long way.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/8/2014 6:15:56 PM

Caller states that yesterday she came from JFK to PBI with JetBlue. Caller states that she was approved for Precheck. Caller was traveling with a tablet. She asked a question and set down her boarding pass on top of her belongings. The belongings had not gotten on the conveyor belt yet, but the other passengers pushed her belongings and so it went into the x-ray machine. She went back to go get her boarding pass and she couldn t t get it because it was already going through the machine. The TSO made her go through regular screening because of it, she couldn t t show her boarding pass to prove she had Pre-check. Caller states that the TSO at the checkpoint treated her very rudely and yelled that she was careless and stupid. Caller states that the TSO could see from where he was that there was Precheck indicator on the boarding pass, but he did not want to send her through expedited screening. Then they did additional screening with her. She got a patdown and ETD screening. She was far away from her belongings and couldn t t see them. She expressed her concern to the TSOs, but they told her nothing would happen to her items. When she got to her destination, the next day she realized that her tablet was missing. Caller has called several different numbers and left 22 messages, but has gotten no response. Caller is very upset. Caller states that she cannot file a claim because she only had access to the Internet with her tablet and she cannot get mail at her current location. Caller would like to contact someone at the airport to see who stole her tablet on the camera footage. Caller states that all of the TSOs were at the entrance of the checkpoint and making sure that no one came back through the checkpoint, but no one was watching the belongings that had gone through x-ray screening. Caller would also like to know why she got Precheck.

JFK to West Palm Beach 9:55AM Flight # 53 JetBlue Terminal 5

8/8/2014 8:43:10 PM

Advised caller:
We regret that you were unsatisfied with the manner in which your bags were handled.
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.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

You may wish to file a claim for missing and or damaged items. A claim form will be sent to you within 24 hours of this response.

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.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Transportation Security Officers (TSOs) acted in accordance with TSA policy when they did not allow you to have physical contact with your belongings or another passenger before completing the security screening process.

The caller flew from LAX with United Airlines, and she was informed by TSOs at the entrance of the airport and at the security checkpoint that they were hired by United Airlines to monitor the size and weight limitations for carry-on luggage. She was told that her carry-on luggage was too large, but after a lengthy discussion allowed the carry-on through in LAX. A female TSO in TPA asked her to remove items from her carry-on luggage, in order to reduce the weight of the bag. She indicated that each person was wearing a TSA uniform. She wanted to file a complaint, and also asked about the regulations for transporting a small dog in carry-on luggage.

Date and Time of Flight: July 1, 2014; Not Provided.
Departure Airport: LAX
Airline: United Airlines
Flight Number: Not Provided.
Time of Incident: Early morning, but she could not remember an exact time.

Date and Time of Flight: July 25, 2014; Not Provided.
Departure Airport: TPA
Airline: United Airlines
Flight Number: Not Provided.
Time of Incident: Around 6:00 AM.

8/8/2014 10:20:43 PM

Advised Caller:

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.

TSA does not regulate size or weight limitations for checked or carry-on baggage. You may wish to contact the airlines for more information about size and weight restrictions for carry-on luggage.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address:
Zipcode:

8/9/2014 9:38:26 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

The caller is an 88 year old World War Two veteran, and has a large metal rod located in his leg. At the ORD security checkpoint, he was attempting to pass through the checkpoint in a wheelchair. He informed the officer of his metal implant, but was made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (b)(6) and verified that this occured as well.

On the return flight from DCA, (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(b)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.
Departure Airport: ORD
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

8/9/2014 9:53:33 AM

Date and Time of Flight: August 5, 2014; Not Provided.
Departure Airport: DCA
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-
The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

8/9/2014 3:33:42 PM

Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Disability Description: Caller said she has been flying all summer and every time she comes through the airport she feels she was profiled for being white and picked out for her disability. This happens at Reagan National Airport. Caller has arthritis and has trouble holding her hands up. Caller said she had surgery on her breast and always has a patdown of that area because she was told something shows up.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/10/2014 10:08:02 AM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

8/10/2014 12:36:19 PM

The caller stated that he has given up on TSA. He stated that no one seems to understand. He stated that there is a stupid rule that has now been enforced that needs to be changed. He stated that he flys 2 or 4 times a week. He has artificial hips and he also has TSA Precheck. He stated that he can get through the WTMD with no issues if he can take off all the metal. He stated that he has to remove his belt, phone, head set, glasses, shoes with metal reinforcements, in order to be screened with out any alarms. He stated that he always gets a patdown regardless. He stated that this was not an issue until suddenly. He stated that a idiot high up in the federal government decided that the bins at the PreCheck lanes needed to be replaced with small dishes.

He stated that at DFW there was bins at the checkpoint on the other side of the WTMD. He stated that he explained that he has to remove all his metal products. He was told to put the items in his bag. He stated that his hip replacement requires that he remove the items to keep it from alarming. He stated that they refused to provide a bin at the checkpoint, and the supervisors even declined providing a bin. He stated that this is telling him that he is not able to use TSA Precheck since he has a metal implant and a disability.

He stated that he has a CPAP and a Laptop, which have to be removed at the regular checkpoints. He stated that this has occurred at DCA, Chicago, and other airports.

Caller wants to know why the bins at the PreCheck lanes have been replaced with the dishes. He has already been provided the information to file a written complaint on his previous call.

I explained that we do not have any specific information regarding the process currently. However, we can forward the information to the appropriate office for review and request additional information. I explained that his contact information, including email will be provided regarding the matter.
Caller flew from Santa Ana and had a layover in Dallas. She went outside and had to go through an extensive search and pat down when she came back in? Do they pull people randomly? Even though she had TSA approval or Precheck, she would have to go through the additional screening. She walked through the WTMD and they stated something was on her hands. She told them she had just washed her hands at the airport with soap.

8/10/2014 2:38:12 PM

Advised:

I explained when she leaves the secured area then she would have to go through screening again. She must have triggered an alarm which would lead to the additional screening. She was not pulled randomly.
Even though she had precheck she would have to go through additional screening if an alarm is triggered.

She may have come in contact with something questionable which was on her hands after leaving the airport.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/10/2014 2:13:09 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 08/09/2014 12:30 PM Airline & Flight Number : United Airlines/UA3464
Checkpoint/Area of Airport : Security gates to the left of the United Airline Counter TSA Employee: (If Known) :
Comment : To whom it May Concern;

My family traveled through the Detroit airport on Saturday, August 9th. Since we were traveling with an infant with bottles of breast milk, we requested that our bottles be hand checked. We had made this request on our flight to Detroit from Newark the week previous with no issues.

However, when our request was made two TSA agents gave us severe attitude about our decision. They made comments such as, "I've never ever heard of that request," and leaned to each other and said, "Who does this family think they are?" loud enough for us to hear while looking directly at us. At one point during the screening process one of the agents continually made comments about how they couldn't believe they had to deal with us during a shift change.

We understood that it was a unique request and that a pat-down and bag check might ensue. However, it was very important to us and recommended by our pediatrician that we not send breast milk through an x-ray and instead op for it to be hand checked.

8/10/2014 3:07:43 PM

We were surprised by the lack of respect we received but we were shocked when the agent prepared to look through our baggage. Since we were traveling with a young infant (5.5 months) we had several bags with us including our carry-on, a stroller with gate check bag, and a diaper bag. The agent who patted me down repeatedly asked me which bag was mine. I pointed to all of the bags on the conveyor belt and told her they were all mine. My husband and I had packed all of our belongings together with our daughters items in order to put everything into smaller bags, thereby reducing the amount of bags we needed to carry through the airport.

After the second time the agent asked I realized her intention was to only search the bags I identified as mine so as to speed up the process. When she asked a third time and I responded that they were all mine she looked back at another agent and said, "This woman doesn't even know what bag is hers." I felt blatantly disrespected. I was being honest so as to respect the process required by requesting my breast milk for my baby was hand screened. This TSA agent seemed to want to get off work faster rather than be safe. Of course, we would never ever fly with anything harmful or not permissible, but the lack of thoroughness really bothered my husband and I. After considerable attitude, the agent went through all of our bags with two other female agents.

We understand the process required for us to bring breast milk through security without it being sent through an x-ray and were very respectful to the agents despite their blatant disrespect for our family. After a pat-down and bag search we were able to continue.

My only request is that the policies and protocols for screening breast milk (by x-ray or otherwise) be reviewed with the employee, as well as some sensitivity and respect issues. We were a family trying to do what was best for our infant daughter and we were blatantly disrespected. Disappointingly, this was my daughters first trip home to my home town and Detroit was poorly represented by the comments of the TSA agents we worked with.

Sincerely,

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8/10/2014 2:59:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Orlando international airport 8/10/14 flight #952 to Boston

8/10/2014 5:15:07 PM

Comments:While going through security at Logan international airport myself, my husband, and my 3 month old son went through security without issue. The formula we brought required additional screening which included a swab of the container, never coming into contact with the formula itself, which was no issue to myself or my family. We understand the importance of security in today's travels. However, we felt we have been violated while going through security at Orlando international airport. First, the agent told us it was required for us to take the wheels off of our child's stroller. This was not required in Boston. Several of the agents were extremely rude to us and other travelers. One agent told us to fold the stroller and the next one demanded rudely that it must remain open. However, my main complaint and the most violating occurrence is when I told the agent not to send my breast milk through the x-Ray machine. The first agent's response was that it MUST go through the machine. I demanded that it not be and requested that it be hand checked. His response was that "it's not that it can't be put through x-Ray, you just don't want it to." In fact, study's show x-ray equipment has negative effects on breast milk. The agent then passed the breast milk to a second agent who said she was going to put it through another machine. I requested that she use the strips that the agents in Boston had used to check my formula. She responded that "we don't have strips like that, I don't know what strips you're talking about." She went to her supervisor with the breast milk. The supervisor responded that if I don't want the milk scanned that I must be patted down and remove all of the items from my bags. At this point I was in tears. The agents saw how distraught I was and demanded that I chose between being physically examined and having all my belongings torn out of my bag or send my child's nourishment through the machine. I have never felt so violated in my life. At this point every one in sight was staring at us like we are smuggling explosives through security in my breast milk. I am crying, shaking, and still forced to make a choice. My milk was sent through the machine because I feared having these people touch me like I was concealing contraband. My breast milk was compromised by them doing this and this I had nothing more to give my child on our flight. I am so upset that people are treated this way, it is so intrusive, embarrassing, and degrading. I am a law abiding citizen and simply traveling with my family to visit relatives. It's unnecessary to treat everybody like criminals. With today's technology and the price people pay to fly, security does not need to be so shameful. What bothers me most is that I had contacted the airline prior to our trip to ensure that breast milk and formula would not be an issue. They responded and assured me that there were no restrictions on baby's formula or breast milk and sent me all of the posted regulations. To my surprise, my experience was not pleasant at all whatsoever and I am ashamed at the behavior of the TSA. This was disgraceful.

8/10/2014 5:15:35 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/10/2014 2:47:56 PM Airport : EWR - Newark International Date/Time of Travel : 08/10/2014 12:45 PM Airline & Flight Number : United flight 1593 Checkpoint/Area of Airport : Terminal c TSA Employee: (If Known) : Young, petite African American female Comment : As a physician, I have unresolved concerns about my adolescent children being exposed to radiation, despite its near universal use in airports now. I explained to the young woman that I wanted to opt out for my son and he would have a pat down- to which she responded by beginning an interrogation: "so, why is it okay for you to go through and not your son?" I explained I am a physician and had concerns about radiation on growing young people- she said (in a very condescending and patronizing tone), "so explain to me why I should let him opt out?" I repeated that u had concerns about his safety and she yelled for a male assist, but then proceeded to insult me to the passengers who followed in line. This is what happens when you out small people with little education and personal accomplishment in positions of power- they behave in petty and irrational ways and abuse that power when their limited power is threatened. The fact that my (considerable) tax dollars pay her salary, and that there is no alternative but to be subjected to this crap in order to travel in the United States add insult to the injury. I will be writing to the governor of New Jersey and to my own congressmen and senators.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew on Jetblue the last few days and returned back Saturday from TPA to BOS. Caller said her ticket had TSA PreCheck on it. Caller thought that meant she needed to be checked. Caller was told she and her companion could go together through the regular screening. Caller realized she didnt need to be PreChecked . Caller did not understand what it meant. Caller has an eye disease and wants to avoid the AIT. Caller went through the patdown instead. Caller said when they first went from BOS to TPA she also got the patdown and it was more gentle. The second one in TPA was not conducted in the same manor. She told the officer she had a hand and knee injury and to be careful. Caller indicated the officer was very polite and accommodating for the injuries, but when she went up and down her leg she poked hard between her legs. The next day she had blood on her bathroom tissue paper. Caller is 60 years old. There was a person behind the desk that she told it was performed too hard. Caller said he looked like an official person and she was given a TSA PreCheck card so she may sign up. The card said TSA PreCheck. Caller does not want to go blind and does not want to go through AIT. Caller wanted to avoid the screening. Caller said the officers did not explain TSA PreCheck well and she was confused. Caller wanted to know about TSA PreCheck.

8/11/2014 8:30:54 AM

Advised Caller:

All passengers must be screened and TSA PreCheck does not exempt you from screening. I provided an expedited screening. Travelers who are directed to the TSA Pre\u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage. For additional assistance, please contact the Universal Enrollment Call Center at ([855] 347-8371). If you travel often enough for work, you may want to consider signing up for TSA PreCheck. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required.

A traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening. If you cannot be screened by the AIT you will be screened by a patdown.

Every person and item must be screened before entering the 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. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Date and Time: 8-9-14 2:57PM
Departing Airport: TPA
Airline: Jetblue
Flight#: 392
Description: Poked hard between her legs and the rest of the patdown was fine.
Email: Did not want to provide it.

Caller wishes to voice his concerns for a potential of a security breach at ORD. Caller states the area where passengers are advised to wait for a pat-down are not closely monitored and it is possible for a passenger to pass along a dangerous item to a traveling companion which has already been screened. Caller requested a supervisor at ORD to voice this concern and wants to know if it has been looked into. Caller states this occurred at 9:15AM on Saturday morning. Caller states he was left to his own accord in the secure area of the airport for at least 5 minutes while awaiting the pat-down. He feels this is ample opportunity for a security breach for persons working in tandems. Caller states he was eventually patted-down.

8/11/2014 12:11:18 PM

Resolution:

Advised caller to contact the ORD CSM Owen Winder at 773 377 1215 per Security Specialist to report concerns. This by definition is not a security breach, because he was screened before coming into physical contact with other passengers.

On 8/02/14, Approximately 4:40, (b)(6) , reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying
to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

8/11/2014 2:00:43 PM

Verifying drivers licenses and boarding passes to which was expected.
Conveyor belt for personal items to go through security was expected.
We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.
Mary the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.
I stopped to buy water while my husband continued to terminal E22. when he got there the door was already close the time then was 0607. (b)(at the ticket counter who work for Spirit airlines told my husband we had one minute to board the plane. He ran to get me when I was already at the counter paying for my water. when we returned it may have been 0608, however the gift shop was only a few feet away from terminal E22 we didn't have far to run. When we got there (b)(6 told us it was too late they had already close the door to the plane. I couldn't believe it because we still had twelve minutes lifted (b)(6 begin searching for other flights. I asked her why did they close the doors so early? (b)(6 stopped typing and made a call to someone than said they can't open the doors I asked her what time was it she said 0611, I than said again why did they close the door so early? When the doors were suppose to close at 0620am.
Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, (b)(need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6 , badge# she only gave me her name. 8/2 to 8/9/14, under my left arm my lymph nodes was throbbing with pain.

Classification: UNCLASSIFIED
Caveats: NONE

I am a retired military officer and government contractor who
frequently travels. I generally fly Delta Airlines and am a Platinum
Medallion member. I generally receive the TSA Pre-Chek identifier on my
boarding passes, but recently I have not been allowed to use the Pre-Chek
lane at my home airport (Kansas City-MCI) as I have an ICD or Difibulator.

Two flights ago I was forced to go to the regular lane because I
could not pass through the metal detector in the pre-chek lane. I asked if
I could have a pat down screening and was told "no." When I went through
the regular line I asked the supervisor why the Pre-check line could not
givve me a pat down, he replied "they can, they just don't want too."

8/11/2014 2:01:02 PM

Prior to my next flight I contacted the TSA medical care office and
asked what I should do. I was informed by the medical office that they were
registering my contact as a discrimination against disability complaint and
that they were going to remind MCI TSA office that they were to accommodate
my disability in the TSA Pre-Chek line. I was informed to ask for a
supervisor if there was a problem on my next flight. When I arrived for my
next flight I was told that I was not eligible to use TSA Pre-Chek since I
could not go through the metal detector and they refused to give me a pat
down. I informed him that the TSA medical office informed me to ask for a
supervisor if there was any question. The TSA employee refused to ask for a
supervisor, and told me that it was a waste of time as he would tell me the
same thing. He then escorted me back to the regular line.

Can someone please tell me what the correct answer is? When I have
TSA Pre-Chek on my boarding pass am I eligible to screen through the
Pre-Chek lane and ask for a pat down?

On 8/02/14, Approximately 4:40 (b)(6) reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight.

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying
to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

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8/11/2014
4:19:22
PM

Verifying drivers licenses and boarding passes to which was expected.
Conveyor belt for personal items to go through security was expected.
We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.
(b)(the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.
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Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, Mary need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6 badge# she only gave me her name.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/11/2014 2:21:54 PM Airport : PDX - Portland International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint 5/6 TSA Employee: (If Known) : multiple Comment : I elected to opt out of the non-metal detector screening. It took over 25 minutes for a male TSA officer to become available for the pat-down screening process. At that time, there were a large number of male TSA officers working, and female assists were able to be processed in less than 5 minutes. This is completely unacceptable. The reason I was provided was that "A lot of people are retiring and it's flu season" is not an acceptable reason.
Additionally, it didn't seem to concern anyone that there was baggage at the end of the baggage check that sat there unclaimed for the duration of my wait. I asked for my belongings several times and the TSA officer just asked for a male assist again. Unattended baggage should be a concern, especially at a TSA checkpoint - yet these bags where not.

8/11/2014
4:21:26
PM

Is 25 minutes to wait to get patted down an acceptable amount of time? The TSA officer called for a male assist at least 10 times. Additionally, a bag sitting unclaimed at the TSA checkpoint is also something that is acceptable?

In addition to all of this, PDX is supposed to be America's Best Airport 2013 and 2014 - how is that possible if accounting for TSA behavior?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Calling in because he recently traveled from Charolotte. The caller was called over the loudspeaker because of a padlock on his suitcase. The caller states that they ask him for the combination but cut his lock anyway. The caller is upset because he gave the TSOs the lock combination but it was still damaged. The caller states that he requested a patdown and had the wait 30 minutes for a male officer to pat him down. The caller wants to file a complaint. The caller states waiting 30 minutes is too long.

Advised caller passengers may need to wait for a TSO of the same gender to become available, and we dont have a specific wait time set.

8/11/2014 4:38:49 PM

Advised caller Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes. In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and little delay. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

Airport - Charlotte
Airline - US Airways
Flight Number - 1958
Date and Time - 08 11 around 8-8:30 am
Location (Gate or Terminal) - Gate C
Contact Information (b)(6)

Advised caller I will submit his complaint.
Information Request: Caller flew from DCA to SEA on Friday. Her son has a feeding pump with a formula and during the day he drinks ensure. They were taking both through security. When she was at the checkpoint, she got a patdown, and the TSO refused to allow her son s food through. She did separate the items from the rest of their property.

Response Details: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

8/12/2014 10:34:16 AM

DCollins
I advised the caller to call TSA Cares - for assistance and that she can call prior to the flight for assistance. I also advised of the PSS at checkpoints.

Incident Details: She needed to bring Ensure for her son - she stated she called prior to get the screening process.

Check Point - the one going to the Alaska Gates
TSO description - African American Woman - Thin frame

Caller said she had a boarding pass at Columbus with the Precheck logo on it. She was selected for random screening because her hands set off alarms. They used a wand on her hands. She had to go through a patdown and her bags were searched. She wants to know why. She asked if it could have been the laundry balls that she had been handling earlier. She asked what Precheck is.
She asked where she can read more about ETD so she can find out what could be causing this to happen.

8/12/2014 11:21:19 AM

I told her that screening is always random and unpredicatable. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. This could include a patdown or your bags being searched.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

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.
Advised caller that TSA precheck benefits may include no longer removing shoes, laptops from bags, light outerwear or jackets, and belts and quart-size bags containing 3-1-1 compliant liquid, gels, and aerosols in carry-on baggage. It does not keep you from having additional screening to resolve alarms.

You may read more about ETD at tsa.gov.

8/12/2014 12:36:30 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 8/12/2014 10:34:43 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/12/2014 8:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Wheelchair/Stroller Checkpoint TSA Employee: (If Known) :
Comment : This morning, I was traveling with my father and he was in a airport wheelchair. We explained to the TSA agents that my father could not go through the AIT machine because of his medical devices. The AIT machine interferes my father's sensor and transmitter and causes it to misread his actual blood glucose levels. He requested a pat down. That was agreed upon and when I went through the AIT, I looked back and the TSA agent was standing my father up without his can. He went through the AIT machine and nearly fell over because he cannot stand steady barefooted without some sort of aid. All of our requests were ignored. If there was something else that we were meant to do, then we would have to avoid all of this. On our first flight out of New York, he was given a thorough pat down. Thank you for your attention to this matter.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/12/2014 6:09:40 PM

I am pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.

(b)(6)

8/13/2014 8:08:25 AM

The caller indicated that he flew from MDW to the Keys. He received ETD sampling of his hands and received a patdown and was questioned. Two days prior to the flight he hand handled a firearm. He mentioned this to the TSO. The TSO advised that the test was very sensitive and that the odds was 10,000 to 1. The TSO advised that the gunpowder was what triggered the alarm of the ETD.

He asked what he can do to avoid this, he indicated that the additional screening took a lot of extra time, about an hour.

He indicated that the test is way to sensitive which will result in more additional screening which will result in a back up at the checkpoint. He expressed concern that there are many passengers who handle firearms on a regular basis.

He asked how to participate in Precheck.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

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.

There is no advisement in regard to what he can do to avoid this. I advised that he may not always receive this type of screening, however we can not guarantee that he won t receive it.

I advised that he can apply with TSA for Precheck eligibility by pre enrolling via tsa.gov. The would then visit an enrollment center where he will provide ID, fingerprints, citizenship documentation, and pay the $85 fee. I advised that even if he received expedited screening we cannot guarantee that he won t experience ETD sampling.

No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

I thanked the caller for taking the time to share his feedback. TSA monitors the number and nature of such information received so that we can track trends and spot areas of concern that may require special attention.

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

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Remote Client IP: (b)(6)
Date Time: 8/12/2014 11:27:00 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX Terminal 4
American Airlines flight 342 Gate 48
Approximate time through screening 12:30 p.m.
Comments:Discourteous employee - TSA Agent (b)(6) Supervisor

8/13/2014 8:23:44 AM

Upon opting out of body scanner, I was directed to a pat down area nearby. There, I falsely tested positive for explosives. My belongings were moved out of my direct view to another station while I was made to stand near a private screening room awaiting a supervisor, TSA Agent (b)(6) Upon Agent (b)(6) arrival, he donned gloves and proceeded to touch the metal luggage tables as well as the screening room door handles and chairs. We were to proceed to the private screening room when I brought to his attention that no control test had been done and his gloves were not clean. Having already undergone a false positive, I wanted to ensure the same false positive would not be repeated. Agent (b)(6) sneered at me and stated loudly "O c'mon" followed soon thereafter by "I guess we'll just take our time then". I replied with "I'm wasting your time, you're not wasting mine, I arrived early". Agent (b)(6) continued to take his time and made a point to have his agents thoroughly examine all my bags, and also ensured that my checked luggage was to be located for screening.

Now I understand that security is of utmost concern and that your agents deal with a world of difficulty, but what I will not tolerate is one of your supervisors causing additional frustration by being completely unprofessional when someone addresses a concern. Not only is his activity highly unprofessional, but it also causes unnecessary delays when attention to detail is not maintained, something that I imagine a TSA supervisor must possess.

I appreciate your time and hope that this matter will be addressed and corrective action be taken.

Witnessing agent (b)(6) ((b)(6 explained procedure and demonstrated patience and understanding)

A 12 year military veteran,

(b)(6)

8/13/2014 10:16:55 AM

Hello,
I just went through airline security in JFK. Now my violin has a 5 inch crack down the front of it. I requested a pat-down and the TSA staff went to collect my luggage. I had a violin with me in a hard-shell. When the staff member took the violin she threw it down with force upside down. The case has a curved side and flat side to it. Why she put it curved side down is a mystery. That wasn't proper. Then I wasn't allowed to touch it to fix it. That is only thing that could have caused the pressure to make a crack. Your staff was irresponsible and lacked care in transporting my items.
Are you insured for anything like this? I can provide a photo. I'm getting a repair estimate from a violin shop.
Please advise.

Thank you.

Sincerely,
(b)(6)

8/13/2014 12:08:12 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/13/2014 11:29:47 AM Airport : BIL - Billings Logan Date/Time of Travel : 08/13/2014 6:15 AM Airline & Flight Number : Delta 1644 Checkpoint/Area of Airport : Main TSA Employee: (If Known) :
Comment : Please consider this communication as a severe complaint against TSA airport personnel. I am significantly annoyed at the lack of professionalism & courtesy to travelers on display at this airport. This morning I inadvertently keep my wallet in my right rear pocket when I went through the scanner. Uh oh, we got another terrorist is their reaction. Hands up, pat down, wipe down hands, issues orders, no yes sir, no sir, please or thank you. Just barking orders like I am some military draftee at boot camp. Two years ago at this airport I was charged with "having something on my hands". (hand lotion) They grabbed my bags and directed me into a closed room, then they proceeded to complete a full frisk/pat down including putting their hands in my genital area. They did nothing with my hands. This sick person just wanted to touch my genitals. I expect a formal response to this most serious offense, the basic loss of my freedom to travel & be treated with full respect. I insist that I be treated with respect at this airport & all airports in which I travel.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hi,
I need to file a complaint about a situation that occurred during my TSA screening at PWM today. Please let me know if this is not the correct email to send this to. Around 11:30 this morning, my husband and I entered the screening area at the Portland, Maine airport. I am three and a half months pregnant and have been instructed by my doctor to opt out from the screening machine and to have the pat down. There were two other women waiting for the pat down while they found a female agent to do it, so the TSA person had no place for me to wait. So I was basically blocking the line going to the screening machine. After about 20 minutes of waiting, one of the TSA agents (the one monitoring the circular screening machine) asked me again why it was that I wanted to opt out. I told him because I was pregnant. He proceeded to argue with me and insist that was not a reason to opt out. That the machine didn't have any radiation and was perfectly safe and that I should just go through it. This was even after I told him my doctor told me to not do it. The only thing that made him stop harassing and berating me was that I said that every website you read says to opt out because it's safer for the pregnancy. I do not understand why I was given such a hard time over this. Not to mention, he did this in a very public place, with no respect for my right to privacy regarding my medical condition. It's my understanding that this is a common reason to opt out and that anyone can opt out for any reason if they are uncomfortable with going through the machine. I did not get this agent's name, but he was an older white man with glasses and white hair who was manning the only open circular screening machine from 11:30 to noon today (Aug 13).

8/13/2014 3:29:17 PM

Also, I should mention that while I was waiting a full 30 minutes for a female TSA agent to be available, the agent manning the bag xray machine was complaining about my things (which included a laptop sitting open in a tub per TSA rules) being uncollected and taking up space at the end of the line. By the time I was finally patted down, my belongings that had gone through the bag xray machine were laying on the floor, partially in the walkway of the people coming out of the circular screening machine! My shoes and jacket had been taken out of the tub they were in and were being stepped on and tripped over by passengers!!

Please contact me if you need more information regarding this unprofessional, poor TSA experience. I hope that this email will serve to help no one go through the same thing.

(b)(6)

HYPERLINK (b)(6) Android"Sent from Yahoo Mail on Android

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, August 13, 2014 7:52 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 8 13 2014 7:51:45 PM

8/13/2014 8:21:35 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 8 13 2014 7:51:45 PM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

I sent in my complaint already and received a robo-reply (see below). Can you please connect me with the Customer Support Manager that my complaint was forwarded to?

Thank-you, (b)(6)

...

On Saturday, August 9, 2014 10:45 AM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

8/13/2014 9:13:43 PM

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

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

At airports nationwide, TSA has implemented 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 help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. 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.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

8/14/2014 10:10:22 AM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :
Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/14/2014 10:10:22 AM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :
Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :

8/14/2014 10:10:22 AM

Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) miramar fl 33029 Usa
Zipcode:

8/14/2014 10:10:56 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Seattle-Tacoma International Airport

Caller wants to know what is the required procedure was for someone to go through security screening? He understands they put the hand carry luggage in the bin and xray it. He wants to know the screening procedure for shoes. He says he lives in Knoxville and he can leave on his shoes there but in FLL he had to remove his shoes. He said he challenged the officer about taking off his shoes. He took off his shoes and they gave his feet a padown. He feels this is a waste of his tax dollars. He wants to know why he doesnt have to remove his shoes in Knoxville and he does in FLL. He is 78 years old. He has had a hip replacement as well as others and he has a pacemaker, he is ok with the patdown but thinks he should not have to remove his shoes and have a patdown of his feet.

Told caller:
Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/14/2014 12:05:43 PM The officer has several layers of screening they can do. So one may allow him to leave on his shoes but when you get a patdown you are subject to additional screening that could include removing his shoes.

Escalation Notes: (b)(6)

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, TSOs will give them 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.

I provided the number to CSM to FLL 954-308-5529.

I was traveling last week with my grandson and had his diaper bag, in which my daughter had placed a juice box. Because the juice box was unopened, your employee (b)(6) said she would have to pat me down. I travel at least weekly so this was no big deal – that is, until she began her patdown.

She touched my crotch FOUR times. Moving her hands up each leg from the back, and moving her hands up each leg again from the front. While feeling around my bra line she touched my breasts. I have been patted down on occasion before, but never molested in this manner. It would not have been more comfortable in private as it would have felt even more like a rape..

I reported the incident to her supervisor who proceeded to explain that they had to pat me down because they could not test the juice, and that they had to touch my private areas because explosives are sticky. I'm sure you can find as much logic in her reasoning as I did. Zero.

8/14/2014 2:15:55 PM Your employee's behavior was way over the top. In the future they should ask the passenger if they would prefer to throw away the juice box and go through security again as opposed to being molested by an overzealous agent.

I was traumatized all the way home and had to take a shower right away. I posted my experience all over social media and had others share similar experiences. This is something you want to address.

(b)(6)

Do you have an enterprise technology project? Data Center move? Custom software development? Need ERP Assistance?

Disability Description: Caller is calling on behalf of a patient (b)(6) who receives chemo therapy via a port.

Information Request: She indicated that she would like to request for assistance for the passenger.

Response Details: you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

8/14/2014 3:01:06 PM

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

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

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for

From: (b)(6)
Sent: Thursday, August 14, 2014 2:59 PM
To: TSAExternalCompliance
Subject: Complaint

See attached.

Please note that the State of Florida s Public Records Laws provide that most written communications to or from the City of Doral regarding government business are public records available to the public upon request. This e-mail communication may therefore be subject to public disclosure.

Attachment:

8/14/2014 4:17:52 PM

Complaint Information

Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)
Home: (b)(6)
Work: 7

Mailing Address: (b)(6) Hialeah, FL 33015

Email: HYPERLIN (b)(6)

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

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/14/2014 5:55:12 PM Airport : BOS - Logan International Date/Time of Travel : 08/14/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/14/2014 8:03:29 PM

Comment : Thanks to TSA, I missed my flight. I was pulled aside and told they'd have to search my bag. A wipe rest came up false positive so they had to search the entire bag and wipe everything down. I asked initially if I would miss my flight, I was assured I would not. After cooperating with them going through both of my bags and submitting to a pat down, nothing was found and all wipe tests were clear. I was told again that I wouldn't miss my flight and that they would announce last call before shutting the doors to the plane. I arrived at my gate and the gate attendants told me they just shut the door and gave away my seat. Delta was kind enough to give me another flight. When I went back to TSA, I had a woman who did not work with me during the search blame me for not showing up early enough for my flight, although I was there within the hour necessary for domestic flights. Despite the fact that other employees who worked with me were nearby, none of them acknowledged me. All I wanted was an apology for the fake promises that TSA employees gave me, however I left feeling disrespected despite my cooperation and agreeableness throughout the search. Nobody should be treated like that, especially when they're nothing but friendly through the entire ordeal. I was assured multiple times by multiple employees that I would not miss my flight and the ordeal would only take 5 minutes. Both of these turned out to be false.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, August 14, 2014 7:03 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

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

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Remote Client IP: (b)(6)
Date Time: 8 14 2014 7:03:09 PM

8/14/2014 8:03:31 PM

Attachment

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)

I was a departing passenger on August 13 from Anchorage, AK. I requested a pat down as opposed to the body scan X-ray. I waited 14 minutes for a female agent to become available to do the process. Then she was rude and ordered me around like I was a criminal. "Where's you're stuff" "Stand here" " Hold your shirt up"

8/15/2014 8:48:29 AM

I did not appreciate being treated like I was the enemy. I travel on a regular basis and know that TSA would rather all passengers go through the body scan. I refuse to subject myself to a cancer causing device. I believe that TSA treats passengers negatively when they do not comply with the preferred scanning method. TSA makes the whole airport experience a negative one.

Regards,
(b)(6)

From:

(b)(6)

Mt. Juliet, TN 37122

E-mail: HYPERLINK (b)(6)

Telephone: (b)(6)

8/15/2014
8:50:42
AM

August 13, 2014

To:

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Disability Description: Caller uses a cane and takes liquid almond milk for medical purposes. He has an injured spine.

Response Details: Explained to caller he can contact the CSM at HSV and provided name and phone #: Name: (b)(6) Phone: 205-510(b)(6) (Advised caller the CSM may not be able to address his issue and he should contact via email). Explained to caller he should contact: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling, suggested he include the reference # provided in his letter in the subject line and request status of his complaint.
No phone # available for headquarters, physical address only.

Reviewed following with caller:
For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

8/15/2014 2:44:57 PM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.
If you prefer to file a complaint via postal mail, please send it to:

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Incident Details: Caller stated he filed a complaint in Huntsville, AL and received an email from TSA in Huntsville, AL. His complaint was for mistreatment during a search, and he stated the officer was discriminating against him. He spoke with Ofcr. Caller husband is a retired veteran and has a prosthesis. He usually gets a patdown but it bothers them because they would prefer it in private. They think its embarrassing in front of every one. They flew out of JFK. On their way back from Jamaica, they had him go in to a room where he received additional screening.

Response:
A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

8/15/2014 6:06:00 PM

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

Caller is in Orlando and came from EWR. She had issues with the TSOs in security at EWR. She wants her children to get patdown instead of going through the technologies. She doesn't want to file a complaint on the experience in EWR now because she is busy. She is wanting to know who to contact when she is ready to file her complaint against EWR and also who to contact if another incident occurs in Orlando like the one that occurred at EWR.

8/15/2014 9:55:23 PM

Advised,

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

I advised she can contact TCC, 866-289-9673, to file any type of complaint

8/16/2014 5:06:59 PM

Greetings,

I have two observations and concerns which I would like to address. My first concern is about the lack of a full body scanner at Anchorage Alaska Ted Stevens International Airport for those passengers who have approved TSA Precheck status and have surgical joint replacements or other metal implants.

Our family travels frequently and the Anchorage terminal is only one in the country we can not use the TSA Precheck lane because there is no full body scanner. The agents have stated there used to be one but it was removed and installed in the SEATAC terminal.

People with joint replaces are being heavily searched, panted down, and screened when they use the TSA Precheck lane here in Anchorage. I have a double knee replacement and wrist fusion with staples. My mother in law also has double knee replacements. I tried the TSA Precheck lane, but the hassle and public embarrassment is not worth the paid for pre check status so I just use the regular lanes with fully body scanners.

This is a request and recommendation for the TSA to reinstall a full body scanner at the TSA Precheck station here at the Ted Stevens International Airport.

Additionally, when I fly through the Fairbanks Alaska airline terminal I have pointed out to the TSA agents that the floor mat inside the scanner is pointed to the left as the passengers walk in and not to the right as is most, if not all,of the full body scanners I have walked throughout the USA. Before I had my second knee replaced this year, when I walked through the scanner they would pat down the wrong knee. When I pointed this out to the TSA agent he stated he knew that the machine was not correct, but couldn't do anything about it and could only pat the knee the machine screen showed. This is a recommendation that TSA investigate and fix the problem.

I am thankful that the TSA is safeguarding our countries airports. I am happy to say that all TSA personnel I have encountered have been very courteous, considerate and compassionate. It is just the scanner concerns make it more difficult for travelers to have a more pleasant travel experience here in Alaska.

Thank you for considering these observations and recommendations.

Respectfully

Greg

(b)(6)

Anchorage, Alaska 99504

From (b)(6)
Sent: Saturday, August 16, 2014 1:46 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 8/16/2014 1:45:36 PM

8/16/2014 5:07:33 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Who does TSA think they are

Comments:

Just Plain Wrong. My wife after having a doctors procedure went to the Spokane, Wa. airport only to be hurt, embarrassed and disrespected to no end. She had the correct I.D. she's a red head with Cherokee blood. So it blows my mine when in a In the past 3 weeks I have gone through TSA checkpoints 4 times to either pick up or drop off an unaccompanied minor.

The first was the middle of the day. Flights coming and going. I went through easily with a small purse and my cell phone. I was picking up my son's friend.

The second time was early morning. The airport was waking up, I was taking my son and his friend to meet a flight. They stopped me to swab my fingers. No big deal. But weird. Again I had cell phone and small purse.

The third time I went to pick up my son I was with my husband. It was late. Very late. No planes were leaving. Desks were closed. Security at tram entrance wasn't even there. My husband usually flies through security because he flies a lot. When we are with him we get to also. As we waited several minutes for someone to come, I didn't think we would have to go through the body scanner. But we were directed to. So we did.

8/17/2014 11:17:15 AM

Fourth trip, I went to pick up my daughter. I was alone. It was late. Again, the airport was a ghost town. This time I waited a bit longer for somebody to come. I was directed to go through the scanner, and the bonus was I got a pat down after the scanner. I had white jeans and a navy T-shirt on. Both snug fitting. I could not put my cell phone in the jeans pocket if I wanted to. It was over the top obvious I had nothing in my jeans. Yet I still got patted down.

My question to you is, does any of this make sense??? Any of it??? I was not boarding a plane. I had no boarding pass. On two occasions there were no planes to even try to board because it was so late. Your own security checkpoints were ghost towns. I had no luggage to speak of. It's August in Florida so I wasn't wearing bulky clothes or shoes. WHERE IS YOUR COMMON SENSE? It scares me to think that you attempt to secure us in this manner. I hope to live to see the day you employ intelligent, free thinking people to actually secure us. Your current processes are an embarrassment.

(b)(6)

Sent from my iPhone

8/17/2014 11:17:41 AM

Feedback Type : Complaint
Categories : Other; Locks
Current Date/Time : 8/17/2014 8:41:53 AM Airport : PIT - Pittsburgh International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Had a roundtrip flight from MSP to PIT for my husbands job (he's in law enforcement), we were also traveling with our 3 month old. We had no problem with the fact that he had a firearm packed in his checked baggage (he declared it and had it scanned with no issue), we also had no problem getting through the security checkpoint with baby formula in sealed containers (we received a pat down because we didn't want the formula opened). However, we did run into some complications when we were making our way back home at the end of our week long trip!...we were in Pittsburgh for a law enforcement convention and so a lot of the other members of the compition were also traveling with firearms, we arrived at the airport and checked in with no problem, then we took my husbands bag with the firearm in it to the TSA agents to get it screened, standing in front of us was a couple officers from our convention, who arrived at the airport 30mins before us, and they were having issues with their gun cases and locks not being to the TSA's approval. My husband took his bag up and his case and lock were not approved, another officer came up and his case and lock were not approved...they all had to change their locks and re-lock everything before all their cases were approved! Then we went to the checkpoint to get through security...we did all the proper things with shoes, bags, electronic devices, my child's stroller and car seat, and his meds and formula. We walked through security and they took forever deciding if my child's diaper bag was exceptible!!!! I was told that my sons sealed formula was probably not going to be approved because it couldn't be opened. I was willing to have a pat down and have my bags fully checked but it was like the TSA agent had no idea what to do. Funny thing was, I had a bottle of formula that my son was drinking right before we got to security, go through the scan and they didn't even look at that, but the sealed containers were a question! After a little bit, they tested the outside of the sealed containers and everything was fine, we went on our way and no problems there after. My concern is that no airport seems to do their security the same way! We had no problems in Minneapolis-St.Paul but had problems in Pittsburgh. We followed exact protocol according to the TSA website and also United airline and yet we almost had to buy a new case for my husbands firearm and didn't get through security with our sons formula! I would just like for this to be known and hopefully the security will be more equal at all airports and that if their are specific instructions for certain items, to please make it more explained on the TSA website! Thanks for your ears. We appreciate all the TSA does to make our airports safer! (This coming from the wife of a Police Officer)!!!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/17/2014 1:20:48 PM

Disability Description: Caller has diabetes and wears an insulin pump.

Response Details: Advised caller that she is not required to go through the AIT with the insulin pump. She can disconnect and let the officers visually inspect this while she goes through AIT or she can opt out and receive a patdown. She does have this right. Advised caller that as far as officers encouraging her to use this and saying that others use this machine, their pumps may not be the same as her pump, so if her manufacturer says no, then she should not use this.

Advised caller that I will send her some information on filing a formal complaint.

Also, I will forward this to the disability branch to let them know of this as well.

I will also email her some information regarding her options when flying with this insulin pump.

I called her at 1:57 p.m. and advised her that if she ever has any problems in the future, request a PSS.

Sent email.

Incident Details: The manufacturer told her that this cannot go through the body scanner. She says that every time she flies she has difficulty with this. She wants to know the guidelines for going through security with this. She says that she has just gone through security in DTW and 7 agents were arguing with her saying that she can go through the body scanner. They were telling her that people do it all of the time.

Disability Description: Caller had a very bad experience at LAX with security. She was traveling with her children, one 19 year old with autism and a service animal and a 13 year old. At the airport she was questioned about an ID for her son. She has a picture from CCI and then she had a transition program document both had a picture. She stated they would have to do a patdown on her son because they didnt think it was enough. She stated she was really emotional because it was unnecessary. When they walked through, it beeped on her service animal because of her animals collar but she stated it was fine to pat the dog down because thats what they usually do. She had 4-5 people total around them. They required that his sons headphones come off and thankfully that he was okay for them to do it. Her son had nylon shorts and a sleeveless shirt. They were feeling his legs, his groin area and her son dealt with it better than she did, it felt like a violation to her. It was very demeaning to her. They did not know any protocol for a person with a disability. They started cursing at them because she felt so violated. There was no understanding with the officers, and they went beyond what they needed to do. She contacted the ADA and left a message. They told her to go ahead and report it. She understands things are dangerous.

8/17/2014 1:44:41 PM

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

Sent email of all the information to file the complaint in writing.

Incident Details: Caller had a very bad experience at LAX with security. She was traveling with her children, one 19 year old with autism and a service animal and a 13 year old. At the airport she was questioned about an ID for her son. She has a picture from CCI and then she had a transition program document both had a picture. She stated they told her they would have to do a patdown on her son because they didnt think the documents she had was enough. She stated she was really

TSA CUSTOMER COMMENT CARD

Airport: Newark International Liberty Airport in Newark, NJ

Terminal: C

Date: August 11, 2014, Monday

Time: 1:15 PM

Airline: United

8/17/2014 3:43:58 PM

Flight Number: UA 1164 to Fort Lauderdale, FL

Name of Employees: (b)(6) Plus one other employee.

Checkpoint Area: Security entrance close to higher gate numbers

Personal Data: I am (b)(6)

(b)(6)

Little Silver, NJ 07739

(b)(6)

HYPERLINK "(b)(6)

I am a 73 year old woman.

Caller said he went through the LaGuardia screening and the Officer after the ait machine said that he needed to patdown his left leg and he said the Officer touched his genitals and went too high. He said he spoke to Supervisor (b)(6) and he said that we have the right to resolve any anomaly but the passenger said there are ways to do things. He said he is wearing jeans and underwear and he had nothing in his pockets, He said he felt harrassed and uncomfortable and he said he was not given the name of the Officer who patted him down. He said Officer (b)(6) told him that he would include it in his report the name of the Officer that did the patdown and that there is a video. He said that Officer (b)(would not give him that Officer s name. He said he went to a female Officer and asked to speak to a supervisor twice before he was directed to Officer (b)(6) He asked to see the video of the anomaly and Officer (b)(told him he did not need to see it. He said this should not involve rudeness or talking over him and he has the right not to be grabbed. He said he does not have the female Officer s name nor the name of the Officer who did the patdown. He said there needs to be respect. He asked will they look at the video and do they have the scan and what did the scan show. He asked why did the Officer grab his upper left thigh and what was the intent and basis for his decision to do this. His phone died twice during the phone call. He asked will they make it difficult on him now going through checkpoints. He asked can he speak to the CSM.

Complaint:CSM
Claims Patdown Complaint

8/17/2014 6:23:41 PM

Airport:LaGuardia
Airline: American
Flight Number:2437
Departure Time: 08-17-14 at 6:10 pm
Arrival Airport and Time:Miami at 10:30 pm
Location: security checkpoint
Terminal: D 2
Gate:D 10
Contact Information (b)(6) or (b)(6)

I advised him that I will refer this to the CSM at the airport.

Response:I had to call him back twice because his phone went out.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/17/2014 5:52:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 Airline & Flight Number : U.S. Air #506 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :
Comment : have had similar problems 3 times now. Due to several joint replacements, I need to use the body scanner. I now inform TSA at the beginning to route me through the scanner. I told the first two agents this time. The second was the lady checking the passports. After telling her, she tells me & my wife to provcede and not to remove our shoes. Obviously, she did not listen. No additional instructions. In line I see everyone removing shoes, and emptying pockets, etc. We do the same just to be safe. They then send us through the metal detector, not the scanner. Of course, I know I will set it off, but I assumed they would have me use the scanner next. NOT THE CASE!!! They inform me that once you go through the detector, you are not allowed to use the scanner. The scanner is right next to it, and not being used. how ridiculous. Instead, they hold me and everyone else in line behind me so they can call over an agent to do your pat down procedure.

8/17/2014 6:25:50 PM

I want a reply from you on this complaint. There is no possible way that I am violating my or anyone elses safety by being body scanned after I failed the metal detector. I was told they could not do it because of strict TSA procedures. I understand the importance of your job, but TSA must realize that passengers are on strict schedules. Holding up the line for any reason affects everyone in line. I could have stepped into your scanner and body scanned in less than 30 seconds. Me and everyone else would be moving through in a timely manner. TSA must change this procedure. The scanner would have shown implanted joints on me in my hip and both shoulders. Nothing else. CHANGE YOUR RIDICULOUS PROCEDURE. I do request a response to this issue.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 8/17/2014 10:39:05 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 08/16/2014 8:40 AM Airline & Flight Number : American AA1077 Checkpoint/Area of Airport : C-Pier AM TSA Employee: (If Known) : (b)(6)
Comment : I experienced extremely unprofessional behavior from this employee, I believe her first name may be (b)(6) (?), while going through the security checkpoint at BWI airport in Terminal C. After walking through the body scanner, this employee told me that my arms would need to be patted down, which I was ok with, I just asked that she change her gloves before searching me. Immediately after I asked her to change her gloves, she got an attitude and turned and looked at her male coworker in such a way, that it was obvious that she was expressing her displeasure with my request for her to change her gloves, which made me feel very uncomfortable. After changing her gloves, she proceeded to give me an unnecessarily rough patdown and of my entire upper body---not my arms as she initially told me, and what i initially consented to. I travel frequently, and I have been patted down by TSA officers on countless occasions, and never before I have ever been patted down this roughly. As she began to pat down under my breasts and back, I asked her wasn't she only supposed to be patting down my arms, to which she did not respond. It was clear that she was ignoring me or pretending like she didn't hear me ask her about the scope of her search. She then walked over to a computer station nearby, and began doing something at the station, and said nothing to me to let me know whether I was free to leave. I then asked her whether I was free to leave, and this time, while at the computer station, she heard me, and quickly barked "no." She continued to do something at the computer station while I stood there waiting outside of the body scanner. She came back, and I believe she swabbed me or wanded me for explosives. After I was told that I was free to go, I immediately asked to speak to a supervisor and reported the incident. The supervisor that I spoke with was SISO (b)(6) and she told me that she would address the employee about the incident. Because I was so highly disturbed by the employee's behavior, I asked for a complaint card so that I could formally report the complaint to TSA. It is clear to me that the employee that searched me got an attitude because I requested that she change her gloves, and in retaliation, gave me a unnecessarily rough patdown and conducted a search outside the scope of what she initially told me she was going to search and what I consented to, which is petty and unprofessional. As I understand TSA procedures, before being searched, I can ask that the TSA officer put on a new pair of plastic gloves, and I should be able to do that without hostility from the TSA officer.

8/18/2014 8:43:38 AM

Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/17/2014 10:28:56 PM Airport : DEN - Denver International Date/Time of Travel : 08/17/2014 7:15 AM Airline & Flight Number : American 1685 Checkpoint/Area of Airport : Prior to entering the Security check point TSA Employee: (If Known) :
Comment : As background, my husband and I travel regularly -- and over the past 10 years, he with a knee replacement, me with two hip replacements. We have always been treated courteously, respectfully, and professionally by the TSA officers, especially before the x-ray machines were introduced and we had to be wanded/patted down. (And while I have complimented officers personally, I am remiss at never complimenting them in this forum. I will in the future.)

Earlier this year, we registered for the TSA Pre-Check program. In our experience, most of the Pre-Check lines don't have x-ray machines. In those cases, if there is a distance between the two lines, the procedure has been that we tell the attending officer that we have artificial joints and he/she walks us over to a line with an x-ray machine, notifies that officer that we're pre-checked, and then waits for us at the other end of the x-ray machine.

This morning, we arrived in Denver for our flight to Chicago, connecting to Reagan National. No one asked to see our boarding passes and IDs and we completely missed the sign that notified us of the pre-check line. We got into the into the "premium" line, which was not incorrect, since we had upgraded our flights. We were first in the premium line, but all lines were halted for several minutes as the machines were being attended to.

8/18/2014 8:43:41 AM

When we gave the desk officer our boarding passes, he asked in a very non-customer-friendly tone, "Why are you in this line? You should be in the Pre-check line?" We told him that we hadn't seen a sign for that line nor had anyone directed us there, and he scolded us for missing the sign. Our response was "Perhaps your signage wasn't very clear," and he argued back that it certainly was.

Apparently exasperated with us, he then sent us to the pre-check line, which did not have an x-ray machine. We informed that officer that we had artificial joints and he told us to go back to one of the other lines because he didn't have both male and female staff to spare for our pat-downs. I told him that, in other airports, we were escorted to other lines, and he looked at me blankly. He said, "The lines aren't too bad -- just join one of them." He wasn't at all unpleasant, which the previous officer had been, but it was clear that we were on our own as we got in line at an x-ray machine.

Given that our previous exchanges with the TSA officers have always been positive and professional, we were taken aback by the discourteous and -- to us -- unprofessional nature we were shown by two officers today.

Thank you,
(b)(6)
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 8/17/2014 7:30:16 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 08/02/2014 9:00 AM Airline & Flight Number : DL 4717 Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) : Officer (b)(6) Comment : Upon arrival at security, I asked to have my VPAP sleep machine hand-screened as advised by the company. The gentlemen directing traffic through the scanner rolled his eyes, slumped his shoulders, harrumphed very exasperated and stated "You know you will have to have a pat down" I said no problem and I tried to explain I had a medical device but he turned his back on me. Officers (b)(6) & (b)(6) were called over to assist. Officer (b)(6) was professional as was the gentlemen who checked my bag (he knew it was a VPAP). Officer (b)(also exhibited exasperated behavior, slumping shoulders, and acted like this was a huge inconvenience. I again tried to explain it was a medical device and was ignored. Office (b)(said I would need to have an invasive pat down which could be done in private. I said no problem and I would like it done in private. She appeared really annoyed and said "you want this in private?" Yes please. The pat down was professional and she explained everything along the way. She must have "harrumphed" about 4 times as she did the pat down to let me know her displeasure. Ironically, at ANC Airport on my return flight Friday 15 Aug at 0600 (DL 2578) there was initial push back when I asked for hand-screening and was told the CPAPs can go through the x-ray machine; when I insisted they asked another Officer (b)(6) to intervene. He said "no problem." Please hand me the piece of equipment you want hand-screened and the rest of the bag can go through the x-ray machine. There was no pat down required. Office (b)(6) advised me of my rights and I was very grateful for his assistance and that he took the time to actually talk to me vs. turning his back like the other agents. There appears to be some inconsistencies with how TSA staff are handling hand-screening as well as passenger contact across the different airports. ANC Airport should be the gold standard.

8/18/2014 8:43:48 AM

Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller s daughter has two medical implants.

Response Details: I will send you information on what is needed for your complaint to be complete. With any type of disability complaint, for it to be complete, it should be in writing. It also should be written by the passenger who received the treatment. However, she could give written permission for you to file the complaint.

She can call us at least 72 hours ahead of the flight. We can submit a request for assistance on her behalf. This is a request for a PSS. This could also be asked for when a passenger reaches the checkpoint. This is not just for passengers with mobility impairments. This can help anyone that may have concerns about the screening or needs some extra support.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

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.

I will send the information of how to file a complaint. I will also send the policy information on how screening should work for passenger with medical implants.

8/18/2014 12:58:01 PM

Incident Details: Flight information:
Airport: PIT
Airline: Delta
Date: 8-17-2014
Time: 7:25 AM

The connecting DTW was at 10:00 AM

The caller s daughter is (b)(6) She traveled yesterday from PIT to DTW to IND. She has a card that says she can not go through the x-ray. She had a TSO that brushed her pubic bone with her hand. They made her lift up her shirt as well which she has not had to do in the past. She has had this device since she was 10. She has had one other bad experience. It was very difficult for her. She wants to do what can be done so this does not happen. She asked if the PSS was a TSA employee. Her daughter does not have any mobility issues.

She says that she has not had the issue before with the pubic bone being grazed on the inside of her pants. She also has not had to lift her shirt and asked if that was allowed.

She asked what happens if the form is sent to her with the information.

Caller stated she does feel that this was a failure to accomodate her daughter s medical need.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/18/2014 12:37:26 PM

8/18/2014 2:26:20 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal A, Gate 12, Newark Airport, Air Canada flight to Toronto, Friday 8:25AM (when we encountered the rude agents), August 15, 2014. 2nd checkpoint into the row.
Comments:An older black female agent with braids rolled here eyes and then glared at my obviously pregnant wife for wanting to opt out of the body scan and get a pat down instead. It was incredibly unprofessional; there was literally nobody ahead of or behind us at this checkpoint, and I counted 8 TSA agents just casually chatting.

If you could please instruct TSA agents at Newark not to give passengers grief for opting out of the scan for health reasons (as is our right), that would be greatly appreciated.

8/18/2014 4:26:28 PM

To Whom It May Concern,
On Friday, August 15th I traveled out of Washington Reagan National Airport (DCA) Terminal C on a US Air flight. I had a 5:30pm flight. The exact time I went through security was between 3:45 and 4:15. I have a very serious complaint against two employees-(b)(6) and TSA Supervisor (b)(6) My greatest complaint is with Supervisor (b)(6)
While going through security I opted for a pat down. I always opt for pat downs when going through security and I am a frequent traveler. I have experienced somewhere between 30-50 pat downs and security searches. None have ever been like this. (b)(6) was completing my pat down. She was in training so Supervisor (b)(6) was overseeing her. Supervisor (b)(6) did not merely watch and make sure she did an accurate job but he leered. I am a young woman and felt very uncomfortable under what was an aggressive and lecherous stare from Supervisor (b)(6) (b)(6), at (b)(6) encouraging, patted down my chest and inner thigh region twice. Twice. With a very aggressive hand. Then she went to search my bag. Instead of performing the usual swipes, Supervisor (b)(6) instructed her to empty out all of my shoes and electronics and swipe and examine each one individually. This meant she had to empty the entire contents of my bags onto the examination table. When I told the two staff members that I felt uncomfortable, Supervisor (b)(6) told me not to question the way he did his job. I told him I had never had the same procedure done any other time I had received a pat down. He suggested that he was being more thorough. I then pointed out that none of the other TSA employees around me also performing pat downs and security searches were so aggressively feeling the passengers' bodies or emptying the contents of passengers' bags and individually swiping all shoes and electronics. They were merely doing manual examinations (keeping the contents in the bags) and swiping the internal and external surfaces of the bags. I told both (b)(6) and Supervisor (b)(6) that I felt very uncomfortable and Supervisor (b)(6) response was that I should not. The whole process took around 30 minutes. Supervisor (b)(6) acted extremely innapropriately and unprofessionally. I can only describe my experience as harrassement.

From (b)(6)
Sent: Monday, August 18, 2014 3:06 PM
To: TSA-ContactCenter@dhs.gov
Subject: Complaint About Incident In Phoenix Arizona On 8-14-2014

Attached is the complaint, the card I was given by the TSA Supervisor, and copies of the 3 attempts I made to fax this information to you at the number given on the card. Please respond so I know you received this. I was able to fax it to 571-227-1904.

(b)(6)

Phoenix, Az. 85023

8/18/2014 4:28:23 PM (b)(6)

It is more important to always do the right thing than it is to always do things right

On August 14, 2014 my husband and I were on our way to Denver, Colorado for 4 days. I had a carry-on suitcase. I went through the security line, took off my shoes and placed them, my purse, and my suitcase through the scanner. I then went through the body scanner.
My suitcase was taken off of the scanner and told me they had to look inside it and check it. I said that was okay. When they opened it I saw I had forgotten I left my Psoriasis cream in my suitcase. Another TSA agent came over and was talking to the first lady (the first lady was wearing a white shirt). I tried to ask if I could just check my bag and she was rude and told me, "I'm talking to her (the trainee) now." This agent was wearing a blue shirt and blue pants. She then told the trainee, this is the time for you to learn. They went through my suitcase took out my curling iron and checked it with something. The

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 8/19/2014 4:13:20 AM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/19/2014 8:20:22 AM Comment : I am aware that anyone can opt for a pat down however I am pregnant and was forced to go through the scanner a few times at various airports even with the option to pat down wich is DISGUSTING. This is putting me off flying altogether. Why should I spend my hard earned money on something like this? IF IT IS MY RIGHT TO OPT OUT, WHY ARE YOUR DISGUSTING WORKERS FORCING ME AGAINST MY WILL FOR A SCAN? I WANT A RESPONSE TO THIS. IT IS UNACCEPTABLE AND I WILL BE MORE THAN HAPPY TO SUE FOR THIS CONSIDERING I AM MARRIED TO ONE OF NEW YORK'S TOP LAWYERS. THIS HAS HAPPENED AT VARIOUS OTHERS AROUND THE COUNTRY. I AM MANY TIMES RIDICULED AND LITERALLY DENIED A PAT DOWN. I KNOW THIS IS A VIOLATION OF MY RIGHTS AS A CITIZEN OF THIS COUNTRY. EXPLAIN THIS!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 94065

8/19/2014 8:20:47 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Washington Dulles International Airport
To whom it may concern,

8/19/2014 2:08:59 PM

I wish to report an incident that happened to me at the Reno Airport Security Check Point yesterday (8/18/14). I was checking in for Alaska 2448 leaving at 5:10 PM for Seattle. I put my laptop on the rollers but forgot to take some change and wallet out of my pockets. After going through the x-ray machine I was instructed to go this TSA fellow for a pat down. I was asked to take out the change and wallet and was patted down. The fellow took my wallet and told me to go over to the drug checking station where my hands were wiped and checked. All was OK. Went back and got my wallet from the TSA guy and proceeded to my gate. After I got home, I was emptying my wallet of excess cash and noticed I was missing a hundred dollar bill. I know I had 3 hundred dollar bills as I had checked my wallet before getting to the airport to see what my losses were at the casino.

I realize that nothing can be done to get back my hundred dollars but just wanted to report this incident to make you aware of a potential problem at the Reno Airport Security or if other reports have been made at this location.

(b)(6)

Caller refused to provide her phone number --only an email.
Caller stated on 8-18-14 at 4:30 AM she was at Orlando MCO for an early am Flight.
(She did not correct me when I said 13th but on playback of the call she clearly said it was 8-18-14 which was Monday)
When the ID TSO looked at her ID he stated (Quote) you are a Jew (Unquote). She did not get his name but he was an older looking white man with white hair and a goatee.
She felt he was pointing fingers at her like she was a bad person and did not say that but that is what he meant.
The supervisor came over and escorted her to the conveyor after she looked at her ID documents and birth certificate and SS Card. She also said ()Quote: Your are Jewisht (UnQuote)
The female Supervisor is a bleached blond, tall woman about 5 foot 8 and she thinks she is Afghanistan Nationality.

She said they did ETD by swabbing her hands and she had not set off any alarms. She was also given a Patdown up and down her body.
The other female TSO Said they do not want you to have money or a good job. Caller became upset when asked to clarify who they were.

Caller said you know the TSO s wear disguises and they are killing people.
When asked if anyone threatened her----3 times she would not answer except to say she found the experience harmful.

8/19/2014 3:10:25 PM

Caller asked if this was DC.

RESPONSE:

Told her I am sorry she is upset and we have all we need and she will be sent information on how to put her complaint in writing.

Told her I do not have any information about anyone with TSA wearing disguises or killing people.
When asked if anyone threatened her----3 times she would not answer except to say she found the experience harmful.

Told her this is the TSA Contact Center and she will be sent info via email (confirmed again) on how to put her complaint in writing and nothing will be done until she does that.
Told follow the instructions.

Started to explain there is a difference in someone threatening her and her feeling upset but she hung up on me.

Caller wants to know how to get a precheck number. He is over 75 and a preferred flyer with Southwest. He didn t sign up for it. He was getting TSA precheck and knew it was random but about 3 months ago his wife became a companion and she would get it and he would never get it. They fly out of Hobby. Is precheck the same as Clear? Caller is complaining about having to take his belt off and it doesn t have any metal in it. If he doesn t take his belt off can he refuse?

Advised:

How did you sign up?

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/19/2014 3:23:11 PM

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

If you didn t sign up for it then you are being randomly selected for it. You may never get it again. I don t know what Clear is.

If you want to get it on a regular basis you can go on our website and complete the application and visit an enrollment center to pay the $85 fee, get fingerprinted, have a background investigation completed and have an interview. Once approved you would receive a letter in 2-3 weeks with a KTN number assigned to you. You would enter that number on your reservations to qualify for precheck.

The belt may have had to be removed to make sure a passenger isn t carrying any prohibited items. If you refuse to remove the belt you won t be allowed to go through the security checkpoint.

Caller flew with Southwest who told her to call TSA. Caller flew from Detroit August 7th with her one and six year old. Her 6 year old was tested positive on her hands. Her 6 year old was screened and they were help up for two hours. She and her daughter were patted down. Now she crying every day and does not even want to fly down. She watched her mom get a patdown and then she watched her daughter get a patdown. She said their vacation is ruined and she paid over 1000 dollars for it and she wants compensation. She did not say they were rude or did anything wrong other than held them up.

8/19/2014 3:54:57 PM

I told her that every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. Transportation Security Officers (Twos) 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. Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

I told her that there is no monetary compensation that you can get for someone becoming upset because they were screened. You may visit tsa.gov and look at the claims process. An investigation would be conducted and TSA may or may not pay a claim so there is no guarantee of this.

I did tell her to ask for a PSS before screening starts so she can have a backup person to help her.

8/19/2014 4:05:33 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/19/2014 2:53:58 PM Airport : SYR - Syracuse-Hancock International Date/Time of Travel : 08/18/2014 6:00 PM Airline & Flight Number : Delta 3940 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My 86 year old mother went through security and was cleared by the TSA agent that was monitoring the body scanner. Several minutes later while she was waiting for my 14 year old niece to go through security, a female African American TSA officer approached my mother and said she needed to pat her down either in a room or in public. My mother told the agent that she had nothing to hide and the pat down was conducted in public. She was confused as to the purpose of this request and very offended by the thorough search conducted on her. The action by this officer seemed completely random and out of line since my mother had already been cleared through security.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/19/2014 10:06:35 PM

Dear Sir or Madam,

I'd like to voice my disappointment and extreme dissatisfaction with the TSA contact during a recent trip through the ATL airport. I checked in and went thru "security" at ATL on Sunday evening, August 17 at approx. 7:15PM. I am a United Airlines "Premier 1K" traveler and have traveled at least 80 flightssegments already this year. I am also a "Pre-Chek" approved traveler on United Airlines. Additionally, I have applied for, was fingerprinted, and a member of the "Trusted Traveller-Global Entry" permit. As you can see, I am no "novice traveler". My disappointment is on several levels:

This past weekend I flew on Delta (I entered my Known Traveler number when making reservations so that hopefully the TSA Pre-check symbol would be on my boarding pass). When I went to the airport and printed my Delta boarding pass, there was no Pre-Check symbol so as a result, couldn't use the Pre-Check line. I entered the Pre-check line anyway tried to use my "trusted Traveler global entr" status to use the Pre-check line, but the TSA agent there said this wasn't good enough and would have to go thru regular screening.

I went thru the regular (full) screening line, which was long and almost caused me to miss my flight. Being concerned about the millimeter wave scanner, I "opted out" of it, only to be told I would have to wait for an extended period as there was no male attendants available to pat me down. (There were several male employees present watching the X-ray screens or doing other tasks, and plenty of female employees standing around apparently doing nothing (I know now what TSA stands for "Thousands Standing Around"-it's true), however none of them offered to relieve a male employee to pat me down.

After approximately 10 minutes a apparently angry and surly male TSA employee approached me and angrily said that I caused him to have to leave his break early. (My response was the he should remember who his customer was and who's tickets pay for his salary!). He angrily patted me down, and banged my testicles during the pat down, causing pain. I'm sorry I don't recall his name as he should have assault charges filed against him; his last name ended in something like (b)(6) or something to that effect. I finally finished my screening and after running the entire way to the gate, barely made my flight.

My questions for the TSA are:

1. Why isn't a "Trusted Traveller Global Entry" ID, issued by the Department of Homeland security, sufficient to be included in the Pre-Chek line?

2. The TSA has my flight records and knows that I am "Pre-Check" on United. Why doesn't this carry over to other airlines I fly". You know how much I fly and have me in your data banks.

3. Why aren't the ATL TSA more accommodating to the traveling public whom they are tasked to serve?

4. At ATL, all the TSA screeners are black. This in itself isn't a problem, but why aren't other races represented in employment there? Where is the commitment to diversity at the TSA?

Thank you for your time and attention. I wish I could say it was a pleasure to interface with the TSA, but this is almost never the case.

I am copying my senator and representatives in hopes that they will be able to see the extreme inefficiencies and lack of professionalism at the TSA and that they do their best to abolish this waste in performing 'Security theater"

Caller states that he traveled from LGA to MCO on 08 20 2014 on Delta Airlines time of travel was 825 am and states that he did not want to go through the screening and requested to opt out. The officer at the check point was giving him a extremely hard time over this request. The officer at the check point finally requested that a supervisor talk to the traveler and when the Supervisor (b)(6) arrived on the scene he had a very combative attitude and according to the caller, was ready to fight. Caller felt very threatened and intimidated by the supervisors behavior. When during the whole time he was just wanting an explanation as to why he could not opt out for a patdown.

8/20/2014 8:47:10 AM Gave the caller the following info:
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.

Caller arrived from St. Petersburg, Russia via Munich, Germany to CLT yesterday for a connection to PHL. He purchased a very expensive bottle of liquor in a duty free bag, sealed hermetically in St. Petersburg and was told he could get through screening with the item. Upon his arrival at CLT after clearing CBP he went to TSA for his connecting flights and stated his liquor was confiscated and the seal removed and tested and he was told it failed and he wasn t allowed to have the item in checked baggage. States TSA confiscated his liquor and probably took home and drank.
Caller doesn t like TSA at all, states they dumped his camera bag and took out the lenses, he had to empty his computer bag and they rescreened his items. The Supv. asked for his boarding pass from departure from St. Petersburg and it was in his computer bag and he wasn t allowed to touch the bag to obtain the pass. TSA is a disgrace and he was required to have a patdown.
Stated it was harassment like you wouldn t believe and this is why US travelers don t like TSA, no reason why he shouldn t have been allowed to place the liquor in checked bag.
Stated he was speaking with the flight crew from CLT to PHL, they told him CLT was the worst TSA crew they had to experience and they harass everyone including crew.
Arrived at CLT approx. 4:10 PM and went through TSA at approx. 5PM.
Only checkpoint at International Arrivals, checked through connecting flights, not the domestic TSA checkpoint, strictly international arrivals connecting US departures.
Flying via US Airways, Flight # 1798, departed at 8:35 PM from CLT to PHL and if he had a close connecting flight he wouldn t have made it because he was detained approx. 20 minutes.
Caller said he spoke with a TSO that said she was a Supv., a female possibly 40s and a little heavy, caucasian. The TSO wore glasses, mid 30s, caucasian, average height, slight build.
Caller stated we need to get rid of the TSA and he would like a response from the CSM at CLT. Asked for phone # to contact

8/20/2014 9:14:13 AM Response:
Apologized to caller for his negative experience at CLT. 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.

Provided following information to caller:
Once cleared through Customs and Border Patrol, these liquids must be placed in checked baggage upon arrival in the United States and before departure on connecting flights. TSA advises travelers returning from international flights to a connecting flight in the United States to use their time in customs to place any duty-free liquid items in their checked bags.

Alcoholic beverages with more than 70 percent alcohol content (140 proof), including 95 percent grain alcohol and 150 proof rum, are not permitted in either carry-on or checked baggage.

Advised caller the TCC doesn t receive information whether a CSM will contact a passenger, but, if additional information is required he may be contacted via email. Advised to allow a reasonable amount of time for a response and explained how to contact the CSM at any airport in the US.
Explained he can obtain a claim form from the website if he chooses to submit, no guarantee it would be honored if his item was prohibited.
She likes to take canned carrots and they have liquid in them she puts them in checked luggage. They opened her luggage and looked and she had Mylanta and Milk of Magnesia and went through her personal items going there then coming back from JFK. She had a very thin black dress and different things came up on the AIT and she felt totally abused. She had a flash drive on her leg and had velcro straps with things on her leg with her money and was wearing a necklace and a locket and pin on her lapel. They said they were going to get a woman and put her in a private booth to screen her and she threw her blazer off and started patting herself down to show there was nothing there.

It is not safe to put money or things in her bag and anyone can steal anything. She flew on American and then on United. She is going to Washington DC and she ordered those TSA locks for the luggage so they won t break open the lock. She didn t like them going into her things and it is a demeaning process. She doesn t want to complain about the carrot incident but she does want to complain about the patdown.

Advised:

8/20/2014 10:10:17 AM All baggage is required to be screened. If the luggage has an image or something sets off an alarm they would need to open it and search it.

Any anomalies or alarms that register on the screening technology have to be resolved and that may include a patdown procedure.

I will go ahead and forward this information to the CSM at the airport for review.

Airport where the incident occurred: JFK
Airline: United
Flight numbers: 314
Date and time of incident: December 10 2013, 715 am
Terminal or gate: Gate 7, Terminal 7
Individual s contact information email
(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 8/20/2014 5:32:35 PM

8/20/2014 6:03:36 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):I was traveling from New York (Kennedy airport),
to Charleston, South Carolina. Flight #1273. Jet Blue Terminal. My flight was at 7:04 am. I had to be patted down between 6-6:30. My husband was in a wheelchair. Also the date was August 19th
Comments:I went through screening everything was fine. After that they took my cooler bag aside. Inside bag was 2 boxes of Raviolis, Mozzarella cheese, Grated cheese & coldcuts. The TSA agent at that point said everything was ok. Then she checked cooler bag & then informed me that she needed to pat me down because cooler bag had some hazardous material on it. I am 57 years old , a retired government employee, I was so humiliated. I just cried. I want answers

I've been TSA pre for over a year. 10 days ago I flew and had TSA pre on boarding pass. Today at JFK it was not. I never received renewal notice or any other communication. How do I get it back?
Also since I am so used to traveling as pre I did not take my shoes off. At that point the TSA agent began treating me as a criminal. I understand pat down but then she did a hand swipe and took my wallet (which had no reason to go through X-ray. And made sure that all my property was run SEVERAL times. There was no reason for this treatment since I made a simple mistake as a frequent traveler used to going through without removing shoes. Agent was extremely rude and when I tried to explain I was pre and show her my clear card she would not let me access my wallet. I'm not sure why it was not on boarding pass but there was no reason to be treated as a criminal by a clearly power obsessed, individual who had no regard for passenger service.

8/20/2014 6:04:20 PM

If this is standard training for agents please rethink your standards.
Thank you,
(b)(6)

Sent from my iPhone

Disability Description: Caller is a parapalegic in a wheelchair.

Information Request: The caller wants to know the policy on screening of wheelchair cushions.

The caller only has the date and times of the incidents and the airport they occured at. The caller does not have the flight numbers available.

Response Details: Advised caller the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Advised caller I will submit the complaint to the disabilities branch as well as the CSMs at both airports involved. Advised caller For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

8/20/2014 6:16:58 PM

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

Advised caller that I will send her the information in her email on how to properly file the complaint.

Incident Details: Calling in because she wants to discuss a problem she had with TSA on a recent flight. The caller is a platinum status traveler with American airlines so she goes through TSA quite often and is aware of the rules. The caller states she has had a horrible experience on both her outbound flight and inbound flight. The caller states its taken her this long to calm down so she can call in and talk about it. The caller states the worst part of the trip was going through TSA at DFW on Friday, August 8. The caller was at the security checkpoint close to terminal A3 around 10-10:30 am. The caller is a parapalegic and in a wheelchair. The caller states she is also precheck. The caller states she was ready for her patdown and swabbing and

To Whom It May Concern:

My wife recently travelled through Newark airport for a flight bound to the UK.

She is American, 28 weeks pregnant and was travelling alone. She came to the security gate where she requested a pat down instead of going though the scanners.

This is a doctor recommended alternative.The gentleman operating the line, one of your employees started to ask questions regarding my wife's decision to request a pat down instead of a scan. He started telling her, over and over again that it was safe. When she politely refused he started to tell her incidents of other pregnant women who had gone through. My wife continued to decline and request a pat down however your employee felt the need to continue harassing her about her decision. Eventually the gentleman told her to wait on the side and told her she had to wait here for 30 minutes in order to get a pat down, this reduced my wife to tears.

She was standing without her shoes on, without her coat on her own on the side line in front of the whole security team and line for 30 minutes being harassed by one of your employees. She was reduced to tears and humiliated in front of everyone.

8/21/2014 8:23:27 AM

Despite what your employees believe regarding security processes pat downs are offered by your staff for people who request them on ANY grounds be they religious or otherwise. I wonder if this would have been the response had my wife told you this was for religious reasons. Despite what your employees believe this is the choice of the traveller. I feel that such treatment of a young, pregnant, solo traveller is absolutely dispicable. Your employee is not a doctor, he is doing a job and has no right to judge, harass or mistreat or single out anyone who deviates from what he thinks is the accepted norm, especially when the TSA offer this alternative method of security search for just this reason.

I do not intend on letting this matter rest and will continue to contact you until I receive what I believe to be an acceptable apology and response.

To be treated in this way is simply disgusting and I intend to get to the bottom of it.

I look forward to hearing from you soon.

Kind Regards

(b)(6)

Caller stated she went through the precheck line and the male agent asked for a female to come for a patdown. Caller stated a female crew member went through the checkpoint and the alarm went off and the caller stated she was the next female that went through and she was subject to a patdown. Caller flew from Richmond Virginia at 08:10am. Caller stated she felt like she didnt need to have a patdown. Caller stated she filled out a TSA comment card. Caller wants to make a formal complaint about the way she was screened at the checkpoint. Caller stated she feels like she wasnt treated properly at the checkpoint.

8/21/2014 8:47:30 AM

Advised caller the following information:

Advised caller I going to transfer her to another department to get some more information about the screening procedure at the airport. Transferred to the MB department
1575775

The caller indicated that she is flying out of RIC today with Delta flight 6222 departing at 10:11am. She went through the checkpoint at Gate B at 8:10am and passed through the AIT after several crew members. After passing through the AIT, A male TSO (middle aged, balding, caucasian) asked her to step to the side. Another male TSO tall, caucasian, longer hair) came up and asked why he had called for a patdown. The first TSO and advised that the alarm rang for the crew member that passed through the AIT prior to her, and that TSA Rules stipulate that if there is an alarm for a crew member, the next passenger that passes through must receive additional screening. The female TSO that conducted the patdown (b)(6) (who was lovely) provided the same information.

8/21/2014 8:56:15 AM

The caller is very upset and would like to understand the rules in regard to ask. She asked if this is the rule. If it is not the rule, than she is very upset that she had to be screened additionally.

She would like to be contacted.

She completed a comment card at the airport. She asked TSO (b)(6) how to file a complaint and she provided a comment card. She submitted this at the airport and was provided a copy of the comment card.

I advised that the CSM would need to address her inquiry. I advised that I would refer the information to the CSM at RIC to make them aware. They would have the means to look into and address this.

8/21/2014 10:20:43 AM

The caller has a complaint. He is at BOISE currently. He stated that they went through at 7:45 am. He stated that his wife had her hair done and the machine alarmed. He stated that they messed up her hair. He stated that the hair do cost $85.00 and he wants to file a claim for the hair do. He stated that there was nothing in her hair, it is just very thick.

I explained that if a passenger goes through the AIT and any alarms or anomalies occur, a patdown is required to clear the alarms. I explained that bobby pins and other hair accessories can cause an alarm. I explained that in my own experience, bobby pins resulted in my hair being patted down for screening. He can file the claim, and the CMB will make the determination as to how to resolve the claim. I can send the forms with in 24 hours of this response, via email. I explained that we will document his complaint.

Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point.When her husband talked to Captain (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form.A private screening was not offered to her.
Caller is upset over the phone not being returned and the patdown they all received.
They traveled out of Dulles on 08 20 14
Gate C flight # ua4551 at 11:40 am.

Response

8/21/2014 10:28:24 AM

Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination.
When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.
The patdown can always be conducted in a private screening location when requested.
Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/21/2014 11:28:51 AM Airport : DEN - Denver International Date/Time of Travel : 08/21/2014 8:45 AM Airline & Flight Number : Southwest Airlines #467
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/21/2014 12:13:04 PM

Comment : This morning I asked for a pat down when I got to the security checkpoint. The first agent asked for a female assist. I overheard another female officer say "I'm on the other line". I proceeded to wait until she came over. She then proceeded to say "well you know it's not radiation right? You can go through the scanner." I then told her that I understood but still wanted the pat down. The agent then sighed and rolled her eyes at me and said "ok then take everything out of your pockets and take off your shoes and send them through the scanner." I proceeded to do so and then followed her directions to move to the screening area. At this time I discovered I had accidentally left some chapstick in my pocket. The officer then then looked at me and stated, "oh that was in your pocket? Well that was supposed to go through the scanner but you didn't listen so I'll just take care of it." She then proceeded with what I felt was a very rough pat down almost as if she was bothered.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello,

I traveled from Laguardia Airport to Chicago Midway last week on Wednesday, August 13th on an 11am flight. I just got married and my new license had a different name than my ticket. I brought my marriage certificate along to prove that I had in fact changed my name.

Upon entering security, I was told that I needed to get a pat down. This had happened in Chicago, and I didn't view it as a big deal. Obviously, a woman would be performing this pat down, and I waited patiently for one to be located.

At this time, SEVERAL officers came up to me and started "joking" about how they wanted to pat me down. They went on and on, making their advances until finally I had to tell them that my HUSBAND would not approve of another man patting me down. The woman who showed up was professional. After being cleared to fly, I walked out of security and the same officers continued to leer at me and make comments about how they would have wanted to pat me down. Things along the lines of, "Hey girl, I'd LOVE to pat YOU down any day", etc. Unacceptable.

8/21/2014 2:10:44 PM

I take this incredibly seriously. No woman should EVER be spoken to like that. These are unprofessional, quite frankly, PIGS that you have employed, and I would like to see some re-percussive actions taken. I believe that this behavior is at best, unacceptable, and their small amount of so called power shouldn't be an excuse to sexually harass passengers.

I look forward to a response and a formal apology from your organization.

(b)(6)

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(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 8/21/2014 2:28:42 PM

8/21/2014 3:59:31 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 9k354 Cape Air nantucket mass ACK 08/16/14 departing at 12:50 pm
Comments:My name is (b)(6) I'm 72 I wear an insulin pump which on this day your employee named (b)(6) rudely found the need to pat me up down and under sideways. I do not have to remove my pump ever and there is no beeping . For fifteen minutes I had to be insulted by your employee while my daughter watched and photographed her after she went thru security. I fly 10 times a year and have never experienced such a rude TSA agent . Was it just (b)(6) ? I have to wonder . I do hope this matter is resolved soon as I will be waiting to hear that you have fired her. What she put me thru was disgusting . My son in law served in Iraq and is still in the military keeping us safe
. Granted we need security but please I don't know where you got her, just get better help (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 8/21/2014 2:12:52 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/20/2014 3:45 AM Airline & Flight Number : Alaska Airlines 789
Checkpoint/Area of Airport : Concourse C TSA Employee: (If Known) :
Comment : I opted for a pat-down instead of the scanner. I have opted for this at multiple airports where the TSA agents have been at least professional throughout the process. The agent I had at MSY, however, was very rough in the pat-down and multiple times during the lower body portion, she put her hand on my crotch. While checking my waistband, she actually pulled my waistband several inches away (exposing my underwear) instead of running her hand along the inside. I left feeling humiliated and degraded.

8/21/2014 4:00:16 PM

As I said, I've had pat-downs done at multiple other airports and the agents have always been discreet, polite and professional. That is the level of respect that I've come to expect from TSA employees and I was hugely disappointed yesterday.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/21/2014 5:40:12 PM Airport : DEN - Denver International Date/Time of Travel : 08/17/2014 10:30 PM Airline & Flight Number : Southwest to Tampa, FL Checkpoint/Area of Airport : TSA preferred security check line TSA Employee: (If Known) : two females, one short heavy set, dark hair, one approximately 5'6", medium build, dark hair in blue Comment : My name is (b)(6) and I am writing this letter with disgust, being violated and sexually abused Sunday, 8-17-14, at the Denver, CO International Airport in the TSA preferred security line on my way to my flight.

My boarding pass indicated that I go to TSA preferred security so I continued into the line. As I got closer to the TSA employee (short heavy set female, dark hair with up do) standing on the other side of walk through scanner, I told her I had both of my hips replaced and my left shoulder had 3 bolts due to surgery. She immediately said to me "take your shoes off and you are going to be patted down." She then called a TSA female employee (tall guessing 5'6" medium build, dark hair with up do and blue hair net on top of hair authorized for the patdown.

First question before I continue with the fondling, why did the TSA female not send me to the AIT machine for people with prosthetics? (The Tampa TSA employees were cordial and acted according to this statement and because I had metal in my body they immediately had me go through the AIT machine and it took seconds for clearance. Excellent Service). According to the TSA information on the website under contact us screenings using AIT are voluntary and available and there are signs posted about this type of scan.
(See below pulled directly from website)

8/21/2014 6:05:55 PM

Screening
Q. Can I choose the way I would like to be screened?
A. 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.
I will now explain in detail the horrific experience I had Sunday, 8-17-14, in the TSA security line at the Denver, CO airport.
As mentioned above, after the TSA female employee insisted I go through the regular scan machine I continued and sure enough the alarm sounded like I told her due to two hip replacements and rotator cuff surgery left shoulder. She yells out "female assist." I look forward and see another TSA female employee motioning me to come forward. She asked me to stand on the feet patterns on the floor as she put on blue gloves. She then started the patdown and it was nothing more than a fondling of my body. She rubbed every area of my body touching private areas. Instead on touching the bottom base of my bra she touched the bottom of my breasts and then she asked me to spread my legs further apart. She then rubbed down my legs and feet and as she rubbed my inner thighs she rubbed all the way into my groin touching the outside of my vagina. She then rubbed her gloves on small pieces of paper I guess to check for chemical's or other such stuff. I was treated like a terrorist and I was just an American female that had prosthetics in my body. I was so upset, when I was cleared I cried all the way to the plane and on the plane in front of strange people, had no tissue so I just bowed my head in shame.

So what TSA is telling me is that if you have had surgery and prosthetics are placed in your body you have to be patted down?
These two women should be fired immediately and then patted down so they could experience the horrific feeling of being violated and abused.
I just had a very upsetting experience in the security of the Phoenix airport. I have a government, Commonwealth of Pennsylvania issued supplement to my license that indicates a last name change (I was married in November). This was suitable identification in the Philadelphia airport and in numerous other occasions as I have traveled, but the ID check flagged me as additional screening. I had already been randomly screened for explosives with a hand wipe as I approached, as well. I then went through the body scanner. I then was told I needed a pat down while another TSA agent searched through my things. I would consider this to be excess, especially as I had my breasts and butt physically handled by an agent AFTER I had already successfully passed through the full body scanner. I am a frequent traveler and am very disturbed by this experience.

8/22/2014 10:08:50 AM

I did not get any names or badge numbers as I was humiliated and near tears, not to mention concerned about making my flight. The woman told me anyone could recreate the documentation and that it was protocol. How then is it appropriate identification in other airports?? She was also under the initial impression (after I complained about the pat down) that my license was expired. She did not know it was for my last name.

I have attached a photo of the supplement and my license as you can clearly see, all information matches exactly. I would appreciate a response.

Thank you
(b)(6)

Caller flew form Santa Fe Municipal on American Eagle flight 3196 on 8 20 2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

8/22/2014 11:02:22 AM

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time.

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.

I told her that when TSA opens and inspects a bag a notice of inspection in put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means.
TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms.
I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

Caller flew from FLL via US Airways and accidentally had two firearm magazines in his carry on. Caller stated when the TSA officers found the items they where very rude to him and threatened to have him arrested. Caller stated he tried to explain the situation but they would not listen and also would not take him to a private place to get his patdown. Caller then stated the officers actions caused him to miss his flight.

Advised Caller:

Told caller we would forward his complaint to the CSM at FLL for further review.

8/22/2014 2:01:51 PM

Date: 08.10.14
Time: 12:30 pm
Terminal: E5
Gate: 5
Airline: US Airways
Description of officers: African American male with corn roles

Caller is at IAH and just went through the checkpoint. She states that her NY state license has her complete last name but only C for her first name, so she always provides additional ID that also shows her first name. She says that at IAH, the TSO had her go through a lengthy secondary process, including a patdown and going through her luggage. She feels that this is excessive, since she provided a second ID that did match the boarding pass. She states that STSO (b)(6) screened her, and when asked why the additional screening was necessary, only answered that it was the procedure for that. Caller says that she has never had this experience with this ID before and since NY State cannot print an ID with her full name, she wants to know what she can do to avoid it in the future. She wants to be called.

Advised caller:
If passengers are unable to present an ID or documents that display their name as it appears on their boarding pass or if TSA has questions about the ID presented, the passenger may be asked to assist TSA in the identity verification process. If we are able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint. However, the individual may be subject to additional screening.

8/22/2014 4:51:13 PM

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.

Flight information:
From to: IAH to LGA
Flight date time: 8 22 (delayed from 4:25 pm and has not left yet) checkpoint A North
Flight number: DL5972
Airline: Delta
Airport: IAH
Gate Terminal: A10 (?)
Email: (not provided)

To whom it may concern,

Please pass this along where it should be going. I don't know who to contact. I saw pretty lazy security in Barcelona, and it seemed unsettling compared to what we're used to here.

My family of 4 traveled to Europe recently, my first time flying overseas We traveled in and out of Barcelona Airport in Spain, to/from Miami on nonstop flights between late July and early August 2014. Considering what we had heard about enhanced security prior to leaving the US, I expected much better security in Barcelona than we had. I think somebody needs to know what it's like coming out of Europe, given potential threats in the world right now.

First, when we arrived in Spain, we met with their passport control officers without our luggage. We expected that at some point we'd be with our "stuff" while speaking to officials, but as soon as we got the passports stamped, that was it. We picked up our bags off carousels like we were on a domestic flight and left - no one looked at anything ever again.
Worse, though, was our return to the US- again a nonstop straight to Miami.
1)Their airport was filled with kiosks that people were paying to wrap their large bags entirely in tons of cellophane, prior to dropping with ticket agents. Who is going to bother unwrapping these if anyone suspects a problem? These obviously were supposed to be a deterrent to airline theft and/or to keep the bags from getting scratched up, but to me it looked like a way to make your bags a hassle to bother with.
2)Their version of TSA security check was ridiculous. Nobody has to remove any shoes or jackets. No body scanners except the old kind you can find at most inner city high schools here. No removing laptops or other electronic devices separately, and certainly no "turning them on to make sure they work", like we were told was going to happen.

8/22/2014 6:20:06 PM

3)Although this is not usually the case when we travel, we inadvertently left our 3-1-1 bag (which was big, for 4 people, probably 5-6 smaller bags of liquid items all sitting together in one backpack) inside our bag in the carry-on bag check, and nobody asked us or opened the backpack to see what it was.
4) I saw multiple people setting off what little scanner they had when walking through, and they just had them repeat -no hand-held scanner or pat-down or anything.
5)When we were about to board our flight, they had brought in 2 different types of extra security personnel (maybe 3-4 people total)- one uniform looked like airport police, and the other looked like military- supposedly to do enhanced checks of everyone getting on our particular flight. They didn't do anything except stand there near the gate agents. They didn't check passports or tickets or stop anyone that I saw. In fact, there was more than one way to get to the plane (an elevator for people needing assistance, escalator for everyone else) after the gate check, and they weren't even manning the elevator area at all. I have no idea why they bothered.

It seemed like at every point the idea was to make it feel like it was security, but honestly, our daily security on and off our Disney Cruise ship over there seemed a lot more intense.

Spain, at least, has a lot of work to do to keep out people and items that don't belong on planes headed here, as far as we could tell. Considering the Middle East crises right now, and the still missing plane in Malaysia, it is frightening how easy it would have been to do wrong out of Barcelona Airport.

(b)(6)
Weston, FL

8/22/2014 8:30:35 PM

To whom it may concern,

I am writing to inform you of my most recent experience with a TSA agent while being screened before my flight. I was at the Seattle Airport, SEA-TAC and was flying out on United Airlines on Wednesday August 20th, 2014.
Before I go any further, I have a condition called Neurofibromatosis. This condition causes painful tumors to form and grow on nerves throughout the body. These tumors are very painful to the touch and some are quite large. When I go through the scanners at the checkpoint the tumors light up on the screen like a christmas tree. I was trying to explain this to the agents at the checkpoint and was treated rather rudely by a female agent. I wish I had gotten her name, but when I tried explaining to her why the screen lit up in so many places, she told me that she didn't want to hear any excuses. She insisted on a pat-down (I thought I could ask for the wand to check for metal) I told her that it's painful because of the tumors, (My left hip and buttock areas area very painful due to a large tumor) She again told me she didn't want to hear it and was done hearing my excuses. Once I was cleared I was fighting back tears, I felt humiliated, ashamed, and I was in pain because the pat down hurt.
I don't want anyone to get in trouble, but just informed that some people do have conditions that may cause parts of the screening process to become red flagged. I am thankful that we do have the TSA, they are wonderful at keeping the public safe. I just wish that they would give people a minute to explain why and not treat us like criminals when we do try to explain. Most of the time TSA agents are gently with the pat downs or will just allow me to have the metal detector wand.
Because of this most recent experience, I am almost hesitant to fly again. It's been a few days and I am still quite upset. I have made the decision to apply for the TSA-PRE check, and understand I still may get pulled aside for additional screening. I just don't want to experience what I had to go through recently again.

Thank-you for your time and attention,
(b)(6)

8/22/2014 9:11:10 PM

He went through security at SAN and his citizen eco drive watch mysteriously disappeared.
He has an artificial hip and had to undergo a patdown. He spent 20 minutes looking around and someone said that they would review the tapes.
A gentleman named (b)(6) took his information and called him back stating that they did see him taking off his watch, but did not allude to what had happened.

1210pm 08.21.2014
Checkpoint for Gate 29
SAN
American Airlines terminal to the right
bag was a little and had a laptop and ipad, maybe 11 inches and pretty thin

Advised caller:
That he would need to submit a claim form as soon as possible.
As far as if he would need a receipt then he would need to just look at the form.
Once submitted he will receive a claim number to check the status with.

Also I can send those forms to you via email, postage or fax. Which he chose to have those sent via postal.
I am also going to send this information to the CSM at SAN as well.

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Remote Client IP: (b)(6)
Date Time: 8/23/2014 5:49:14 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):IcelandAir Flight FI634 BOS to KEF at 14:35pm on August 9, 2014 - Terminal E, Logan International Airport

8/23/2014 10:00:17 AM

Comments:On August 9, 2014 myself, my nephew and my son went through the security screening at Logan International Airport. I approached an agent at approximately 12:30pm EST and informed him that my son is a Type 1 Diabetic, he was wearing an insulin pump and I had paperwork as well as a note from his Dr. regarding his condition. The paperwork included a warning from the manufacturer of his pump that it should not be exposed to xray equipment. The male agent looked at a female agent to ask what to do. The female agent said since my son was 14 (over 12) he must go through the body imaging scanner. I repeated he was wearing a pump, I tried to show them the paperwork and I asked for a pat down. My son showed him the pump that was attached to his body. We were refused and my son was forced to go through the body imaging scanner. Type 1 Diabetes is a disability covered by the American with Disabilities Act. I thoroughly researched what I needed in order to get the correct treatment at Logan airport and we had everything ready. We requested a pat down and I was told three times, "He's over 12, he goes through the body scanner!". The agents did not listen to me and did not act appropriately. Since I was by myself with two children and nervous about causing a problem with the TSA and possibly missing our international flight, I was unable to stop the agents from taking my son through the scanner while I took my 10 year old nephew through the metal detector, which my son should also have been allowed to go through. This treatment was a violation of his rights as a traveler with a disability. Going through the xray with an insulin pump voids the warranty and ANIMAS, the manufacturer cannot guarantee that no damage was caused by the electromagnetic waves to the sensors in his pump. This has caused many sleepless nights during our vacation, and now that we are home. If my son's pump malfunctions it can cause him to become very sick, fall into a coma, and even cause death. An insulin pump is a very expensive piece of medical equipment that costs thousands of dollars of which I do not have. After a couple of strange warnings since the pump was exposed to the whole body scanner, we may have to decide to remove it permanently for peace of mind, as we do not know if damage was caused. What happened to us at Logan is absolutely disgusting. The female agent was rude, unhelpful and would not listen at all. She only repeatedly asked me how old my son was. I am appalled and haunted by our experience, and the failure to keep my son safe. It has caused us great pain and worry. I cannot afford a new pump for my son and we are left not knowing what to do. It is my wish to receive a response and to know that some form of action is being taken against the agent that I dealt with and that she be trained about travelers with disabilities, as all TSA agents should be. This is a serious violation and I hope that it is considered by the TSA as such.

(b)(6)

Enfield, CT 06082

8/24/2014 9:47:14 AM

Hello,

I was recently flying from O'Haire Airport in Chicago and went through the body scanner and forgot a dime in my pocket. When I stepped out, the TSA agent asked if I had forgotten something in my right front pocket. I reached and found the dime. He said he needed to conduct a pat down. I asked, Can I just go back through the scanner? He said that it was against regulations. I asked to see a supervisor because I had no deisre to have a pat down for no reason. The supervisor said the same thing. I did not believe either of them so, I asked them if they could tell me where I could look up this regulation when I got home. The supervisor said that I was causing a disturbance and he was going to call Chicago Police. I said, I need to get to my plane so, I will consent to your search but, I want to know where there is a rule or regulation that I am not allowed to go through the scanner a second time.

The supervisor said that the regulations and rules for for him and I did not need to see it.

Can you please help me figure this out?

Thanks,
(b)(6)

Caller is currently located in Costa Rica, so he has no contact information. Yesterday he flew from JFK. He wears an insulin pump, so he had a patdown since his machine is not supposed to go through AIT. He says that his extra pump and tubing were in his bag. They went through x-ray screening and an officer had to hand inspect his bag. Once he arrived in Costa Rica, he noticed that his insulin pump and supplies are not in his bag. He has to change his pump tomorrow and doesn t have the equipment to do this because it was left out of his bag. He is trying to locate the equipment. He has called lost and found and they were not in. They tried to call the CSM Tiesha Walker-Patterson and somehow were routed to us. He has been calling the same number we have. He is going to continue to use the hotel phone to try to call the CSM and lost and found.

Airport: JFK
Airline: Delta
Flight Number: 421
Confirmation Number: HPMFYK
Ticket Number: (b)(6)
Terminal: 4
Date and Time: 08 24 14 6:25 a.m.
Time through security: Approximately 4:15 a.m. to 4:30 a.m.

8/25/2014 8:35:09 AM

Advised caller:

Advised him that I will forward this over to the CSM to make them aware of the situation. Advised him to check with lost and found and provided 718-917-3999. Advised if he gets a voicemail to leave a message, so that someone can call him back.

I explained to him that he can reach the CSM by calling our number, selecting option 5, and entering the airport code JFK. This will provide him the CSM s phone number.

http: www.tsa.gov traveler-information airport-lost-found-contacts#19
Kennedy International Airport
718-917-3999

I verified that he does have the correct information for the CSM and that he is trying to call 718-917-(b)(Advised this is the correct number. I m unsure how he got to us, but he can try her again.

Disability Description: Caller is using an external heart monitor.

Information Request: He had a flight Friday morning at 5:30 a.m. and wants to know the guidelines for wearing this through screening.

Response Details: Inform the officer of the heart monitor before going through screening. Most likely this will cause an alarm with the AIT or the WTMD. This would result in a patdown.

8/25/2014 8:51:24 AM

The patdown:
The patdown should be conducted by a TSO of the same gender.
The passenger can request a private screening at any time.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

For questions concerns request a PSS.

Offered to send email, but caller declined.

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Remote Client IP: (b)(6)
Date Time: 8/25/2014 9:49:35 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 1632/Southwest Airlines/Denver Colorado
Comments:Hello,

8/25/2014 10:28:34 AM

Yesterday I was selected to go through TSA Prescreening. When I got to the front of the line I had a rude worker say "Palms of Hands." She swabbed my hands and I tested positive for explosives. She yelled out "We have a hands" here. From there I was "paraded" in front of the waiting passengers and whisked to the front of the line where my bags were inspected and then I was told I would need a pat down in a private room. The employee who conducted the pat down was professional and I do not blame him for doing his job, but I left feeling violated. Why is there a need to run hands up and down my penis and scrotum area? Am I going to store explosives somewhere in my scrotum or penis? After the patdown, I was left alone in the private room with the door open so everyone could see in the room while I got dressed.

This complaint is not against the employee who patted me down, he was very professional. This complaint is about the Gestapo tactics that the TSA is conducting. There is unfair psychological profiling going on. An example is all of the open ended questions the TSA asked me during this process. Where was I from?, what did I do?, etc. This is an obvious attempt to profile me. The other complaint I have is the psychological tactics that are used when someone sets off an explosive alarm. I was paraded out for everyone to see what happens when someone sets an alarm off. There is no doubt that this is also a pshychological tactic that the TSA uses.

Yes, flying is a choice, but the Constitution of the United States still applies to the TSA. They are not exempt from the Constitution. The Bill of Rights still exists and I do not appreciate my 1st, 4th, and 14th amendments being violated.

The TSA says it is keeping us safe. Are you really keeping us safe or just trying to brainwash the public into complete submission?

Regards,

(b)(6)

8/25/2014 12:11:38 PM

Feedback Type : Security Issue
Categories : Duration of Screening Process; Other Current Date/Time : 8/25/2014 10:06:34 AM Airport : MVY - Martha's Vineyard Date/Time of Travel : 08/23/2014 Airline & Flight Number : Delta Flight 6065 Checkpoint/Area of Airport : Sucurity Checkpoint TSA Employee: (If Known) :
Comment : My checked luggage was searched by TSA and I would like to know why and, if anything inappropriate was found, should I have been notified?
Also, I was subjected to an extensive body search and pat down, and while I understand that persons who set off the scanner, it just seemed as though the process was overdone. I actually felt like a criminal being searched.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/25/2014 2:15:22 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 8/25/2014 1:07:11 PM Airport : HOU - William P. Hobby Date/Time of Travel : 08/17/2014 1:45 PM Airline & Flight Number : Southwest 2324 Checkpoint/Area of Airport : TSA Employee: (If Known) :
Comment : On this date it took me about 20 minutes to get through security after I was in line to be checked! I sat for 7 minutes (after I started checking) before I was attended to. I am a TSA Precheck and in a wheelchair with an oxygen concentrator. The agent manning the walkthrough machines called at least 5 times for female assist. When I finally got to my checkpoint, I was told I was in the wrong line for precheck even though I had followed the instructions of all TSA employees. The woman who screened me told me I had to either be in the right line or go through regular screening. She was VERY rude and rough with me. I travel frequently and I feel like TSA has lost its focus. I am often treated poorly because of my disability! (Once I was told I wasn't old enough for precheck.) I am often asked if I can stand for a pat down or if I can walk through the machine! I can stand for very short periods of time, but not with my arms extended and feet spread. And I could walk through the machine if I didn't have to have my oxygen since this concentrator will not go through! I am a 56 year old woman with an obvious disability and I don't think I should be treated the way I have been by TSA. Precheck is wonderful when it is performed the way it should be...
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/25/2014 6:30:07 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/25/2014 5:31:10 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/28/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I want someone to know this although I know nothing will be done. At the time of the flight I was 61 years old. I was flying back to Chicago from a visit with my children who live in Seattle. When it was my turn to go into the tube, I clearly announced I have an artifical R knee. I went through, was roughly pulled out & felt up by a big trashy looking TSA woman. This pig actually felt up my bottom & in between my legs. Now I'm going back to Seattle for Thanksgiving. Am I to be felt up & groped everytime I fly out of Seattle. I've never felt so violated. That nasty woman touched me in a way that I felt raped. Is that how you train your lesbian TSA agents?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/25/2014 6:30:07 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/25/2014 5:31:10 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/28/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I want someone to know this although I know nothing will be done. At the time of the flight I was 61 years old. I was flying back to Chicago from a visit with my children who live in Seattle. When it was my turn to go into the tube, I clearly announced I have an artifical R knee. I went through, was roughly pulled out & felt up by a big trashy looking TSA woman. This pig actually felt up my bottom & in between my legs. Now I'm going back to Seattle for Thanksgiving. Am I to be felt up & groped everytime I fly out of Seattle. I've never felt so violated. That nasty woman touched me in a way that I felt raped. Is that how you train your lesbian TSA agents?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Monday, August 25, 2014 4:31 PM
To: Singh, Harleen; TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc (b)(6)
Subject: Civil rights complaint o b o Sikh Air Passenger, (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6), (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

8/25/2014 6:30:58 PM

best,
(b)(6)

(b)(6)
(b)(6) New York, NY 10004
(b)(6)

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Visit our website at HYPERLINK http: www.sikhcoalition.org \nwww.sikhcoalition.org.
Support the Sikh Coalition s work at HYPERLINK http: www.sikhdonate.org \nwww.SikhDonate.org.
Visit us on Facebook at http: www.facebook.com thesikhcoalition.
Follow us on Twitter @sikh_coalition.
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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

I was disappointed with the treatment I received from the TSA at Chicago Midway this Sunday. I was traveling on Sunday, August 24, and I estimate I was at the TSA checkpoint roughly around noon.

I choose not participate in the body scan for a number of reasons, so I am experienced with the process of informing the agents that I am opting out. This has gone smoothly for me in every airport except Midway. The Midway team seemed determined to 1. let me know they were irritated with me and 2. make it as time-consuming as possible.

When I informed (b)(6) I'd be opting out, he refused to give me any direction other than "go over there" with a head nod towards the direction of the line formed to enter the scanner. I had never had to wait in a line before (usually I wait off to the side) but I followed his directions.

8/25/2014 8:08:22 PM

I waited in line, and when I reached the front of the line, (b)(6) tried to shuffle me through with everyone else, so for a second time I stated I was opting out. He sighed and said "It's gon' be a while." After moving other passengers through, he finally radioed for a female assist.

After some time, a female agent approached and said she was ready for me. (b)(6) would not allow her to assist me, instead listing other tasks that needed her assistance. The female agent tried several times to take me, but (b)(6) wouldn't budge. I was concerned about my belongings sitting at the end of the belt, so I said "I'm traveling alone and my belongings are unattended." (b)(6) stared straight ahead. "(b)(6)". He finally scowled at me and I repeated my concern. He said there was nothing he could do. I could not see my purse or my carryon and had no idea if they were safe or being taken by other travelers.

(b)(6) finally allowed me to be seen by a female officer, and the pat-down was as expected. My main pieces of feedback are - 1. please don't make the passengers feel like they are a nuisance for exercising their right to opt out, and 2. allow the passenger to wait in a location where they can see their belongings.

Thank you for your time,
(b)(6)

The caller indicated that she flew from AUS on 8 24 on American Flight 2297 that was scheduled to depart 2:25pm from Gate 15. She was at the checkpoint (just beyond the doors near the Enterprise drop off) at 1pm.

She always opts out of AIT and indicated that she felt that the TSOs teased and retaliated against her because of this. She did not feel that the treatment was due to her medical condition. She has Siliac Disease. I asked the caller specifically if she felt that she was discriminated against or received desperate treatment based on her disability. She advised that she felt like she was retaliated against because she opted out of AIT.

A female TSO advised that AIT screening was safe. A male TSO pulled her baggage off of the conveyor belt and stacked it on one side of the xray machine. He then moved it to the other side. She indicated that he stacked her belongings on top of each other and her laptop was scratched.
She indicated that they were disrespectful of her property.

The caller indicated that she has Siliac Disease and requires a gluten free diet. The same female TSO who advised that AIT is safe stated that there was plenty of gluten free food items in the area. The caller feels that it was not the TSOs place to advise of the safety of AIT or to provide comments in regard to diet.

The caller did not obtain he names of the TSO. The make TSO had dark hair and was approx. 5 8 . The female TSO was an older women, blond short hair, 5 8

8/26/2014 1:21:31 PM

She indicated that she was advised that she would have to wait for another person to conduct the patdown.

The female TSO indicated that her belongings had to physically inspected because of the oat flower that the food items contain.

She asked if she would have to go through AIT if she eligible for Precheck, what the benefit to Precheck is, and how to avoid this in the future.

She asked if she would be contacted in regard to this.

TSO are trained to treat passengers with dignity respect and courtesy and I apologized that was not her experience. I advised that I have documented the information and would refer this to the CSM at AUS to make them aware of the situation. The CSM acts as a liaison between passengers and TSA and would have the means to look into and address this.

I explained that we cannot guarantee what action the CSM would take, however I would include an indication that she would like to be contacted. The caller refused to provide an email address as she would like to be contacted by phone.

I explained that Precheck provides a more expedited screening by allowing passengers to leave on shoes and light outerwear as well as to leave the 311 bag and laptop in carry on. I could not guarantee that the AIT is not used at the Precheck lanes, however she always has the option to opt out of AIT to receive a patdown.

I advised that if she has questions or concerns about screening, she should ask for a STSO or PSS at the checkpoint or she can always call to the TCC. (The caller made the comment that she didn t want to have to take the time to wait for these individuals to respond.)

Caller is 91 years old and a vet of World War II born in New York USA and wants to avoid getting x-rayed. The last time he flew he was told he had to do it. He is interested in applying for precheck to avoid doing it.

Advised:

The AIT is not x-rays. It is radio waves that bounce off the body. The procedure is voluntary and you don t have to submit to it. They can do a patdown instead.

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

8/26/2014 2:19:56 PM

In addition to the patdown, TSA may use technology to test for traces of explosive material.

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

If the incident happens again you should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If you would like to file a complaint I can forward the information to the CSM at that airport. Caller declined.

Precheck doesn t exempt you from the screening. It allows you to keep your shoes on, belt and light outerwear. Anyone who looks 75 or older generally can keep their shoes and light outerwear on.
Caller called in earlier with a complaint that she thought she was being retaliated against because she opted out and requested a patdown screening. She flew from AUS on August 24th on American Airlines. She forgot to mention in the previous complaint that the officer made her take her sweater cardigan off at the checkpoint and she thinks that he was singling her out because she requested a patdown screening. She thinks that there were other passengers in line that had on similar clothing but she is not sure and they were not told to take theirs off.

8/26/2014 2:53:11 PM

I advised her that she is required to take off light outer wear during the screening process unless she is going through the Precheck line. She is permitted to request a private screening room at any time during the screening process.

8/26/2014 4:22:06 PM

Hey, heard you let all the Mexicans fly with out papers, or being groped like you do the citizens of our country..You are stepping way over your bounds people...You ruined some very good luggage of a pastor friend of mines wife...(b)(6) wife luggage was ruined because of your apes ripping it apart..The damn luggage was not even locked..You had it in for them because of their stand on the evil government we now have in our country..I tell you..I will pray this...if you don't make it up to them and buy them new luggage, God will come down on you hard and you won't like it...Now..you little people, make things right for them...One day, you may be on the receiving end of evil...

8/26/2014 4:22:06 PM

Hey, heard you let all the Mexicans fly with out papers, or being groped like you do the citizens of our country..You are stepping way over your bounds people...You ruined some very good luggage of a pastor friend of mines wife...(b)(6) wife luggage was ruined because of your apes ripping it apart..The damn luggage was not even locked..You had it in for them because of their stand on the evil government we now have in our country..I tell you..I will pray this...if you don't make it up to them and buy them new luggage, God will come down on you hard and you won't like it...Now..you little people, make things right for them...One day, you may be on the receiving end of evil...

Caller states she flew from MGM 3 years ago and was required to have a patdown. She states it was extremely invasive, the officer lifted her breast several times and patted down her vagina several times. She said she is still devastated and tramatized to this day due to that. She states yesterday she came through ATL and she brought peanut butter to keep her sugar up, and the agent took it and told her she should have brought water. Caller talked to the supervisor and she told her the rules on peanut butter.

8/26/2014 8:05:37 PM

All Transportation Security Officers (Twos) 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) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

Hello TSA Colleagues,

Please feel free to share this email with your leadership team. I specifically request this email to be forwarded to TSA's executive for Civil Rights and Liberties, Ombudsman, and Travel Engagement, HYPERLINK "http://www.tsa.gov/about-tsa/kimberly-walton"Kimberly Walton.

I was in the LAX airport Bradley terminal today and I was ashamed to be an American after what I observed at the TSA screening checkpoint Please read my input to the TSA complaint system below.

If you have any questions I may be contacted at (b)(6)

Kindly,

(b)(6)
Palo Alto, CA

8/27/2014 8:20:42 AM

--------- Forwarded message ---------
From: <HYPERLINK "mailto:DoNotReply@tsa.dhs.gov"DoNotReply@tsa.dhs.gov>
Date: Tue, Aug 26, 2014 at 11:07 PM
Subject: TSA Contact Us: Complaints
To: HYPERLINK (b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 8/27/2014 at 2:07 AM. We have forwarded your email to the appropriate group for response.

Name (b)(6)
Email:HYPERLINK (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tom Bradley Terminal, Entrance nearest Asiana check-in. Incident happened apx 1040PM on 8/26/2014.
Comments:Observed a TSA employee select a Korean woman passenger for a pat-down. She was required to put a 2 year old child on the floor to do so. When she did, the child started screaming for his mother. TSA employee screamed "SHUT UP" at the baby. TSA employee was middle aged, female, african american. I pointed this out to another TSA employee (middle aged man, African American who said to me :"what do you expect, get out of here." Deplorable public service at its worst. Please fix it.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 8/27/2014 2:07:59 AM

8/27/2014 8:20:45 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tom Bradley Terminal, Entrance nearest Asiana check-in. Incident happened apx 1040PM on 8/26/2014.
Comments:Observed a TSA employee select a Korean woman passenger for a pat-down. She was required to put a 2 year old child on the floor to do so. When she did, the child started screaming for his mother. TSA employee screamed "SHUT UP" at the baby. TSA employee was middle aged, female, african american. I pointed this out to another TSA employee (middle aged man, African American who said to me :"what do you expect, get out of here." Deplorable public service at its worst. Please fix it.
Caller flew from JFK to LAX with special needs daughter and had her liquid seizure medication in her carry on bag. They swabbed the medication and since the machine gave an alarm, they swabbed second time and gave the caller a full pat down. They returned the medication to her and she placed it back in the bag and assumed they had closed the medication container. Today she notices that more than half the medication has spilled out. She needs this medication for her daughter and has to contact the doctor and explained this is a hassle for her.

Response: Sympothized with caller and let her know I could make the CSM aware of the handling and send her a claim form with directions for filing a claim.

8/27/2014 11:51:38 AM

Airport:JFK
Airline: Jet Blue
Date Time:8 26
Flight Number:223
Departure Time: 9:25 am
Terminal or Gate: Gate 24
Callers Email (b)(6)

Disability Description: Caller is a diabetic.

Response Details: I explained I would include her information and forward the information to the appropriate representatives. I explained a formal letter from the passenger is required. If she would like to write the letter and send it for review she may do so.

She would not have to provide the email address if she did not want to do so. No we would not share the email address with anyone else. We request the email as another point of contact if we need to contact her.

I stated my name is (b)(6)
The event ID number is (b)(6)

Your complaint can be sent to
TSA-CRL@tsa.dhs.gov

8/27/2014 11:58:24 AM Incident Details: Caller wants to file a complaint. It happened two weeks ago at the checkpoint at Oakland at 6:30 PM. A Caucasian female tall blond felt her up. She was groped. She felt assaulted. She is an insulin dependent diabetic. Her insulin was pulled out of the bag. She lived there until 2 wks ago. She flies frequently between Oakland and Raleigh where her fiance lives. She is singled out every time at the airport in Oakland based on her disability. Her underwear and tampons are pulled out in front of everyone. She feels humiliated every single time. A woman stuck her hands down her pants in the front and back in front of everyone at the checkpoint. She and her fiance were in tears. She had a tampon in. The TSO asked if something was implanted. She requested her Insulin not be put through Xray. She had to stop them from placing her $1400 worth of insulin in the Xray machine. She had requested the insulin have a handcheck instead. She will never fly again.

TSA should know that insulin should never be xrayed.

She feels she is singled out because of either the low class of people working at the airport or because she is a person with disabilities. She feels its more her disability than anything.

I asked the caller for her email and she did not want to provide the address. She wanted to know why she had to provide an email address? Would I share her email with anyone else?

Caller did not want to provide a complaint in writing and was upset that she would need to do so.

She wanted my name to include in her letter. She wanted a record of this call.

Disability Description: Caller is a diabetic.

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Caller did not want to provide a complaint in writing and was upset that she would need to do so.

She wanted my name to include in her letter. She wanted a record of this call.

Caller was in ABQ last week and she has experienced it in other airports. They were in the TSA PreCheck line and she was pulled aside for a random search. However it has happened before due to jewelry or something else. During the additional screening they are separated from valuables and when traveling alone that is worrisome. They had to wait a while for a female screener. Caller said this process invites theft. Caller spoke with the officer and they said they have cameras, but caller said if they were closer to the items that would be better.

8/27/2014 12:03:20 PM

Advised Caller:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You may redial the number, select menu option 5 and enter the airport code to get the CSM phone number.

8/27/2014 12:08:52 PM

To Whom it May Concern,
On Sunday, August 24, 2014 I was at the San Antonio Airport for my flight UA 1418 departing at 8:08am. While moving through the Security screening I was talked to and reprimanded as if i was a 6 year old. I entered the body scan and apparently moved too quickly. I thought I heard the agent on the other side tell me to exit. She asked me to go back for a rescanning. I obliged and again I apparently was not still long enough. At that point the male agent on the line in a harsh tone criticized me as "as you can't stand still you will have to have a pat down." He was extremely condescending toward me. He then called up a female agent for the procedure. I had no issue with this. I just wanted to keep the line moving. She clearly was agitated that she needed to preform the pat down. She started to explain the procedure and as there were many terminal noises and I have a slight hearing loss, I tried to explain I couldn't hear her word. That immediately irritated her as she said something about my interruption caused her to start her script over. I was just trying to hear what she was explaining and she did admit that she was a "low talker." However she treated me as a ill-behaved pre-school child. I am 60 years old. I appreciate the TSA and their work. I like to fly and want everyone to be scrutinized through the security line. I do not think I deserved to be punished verbally for not hearing the directions in the scan line. She did preform the pat down and then stamped my boarding pass: TSO (b)(6)
The whole episode was unnecessary and upset me very much. I will report this has been my only negative treatment received from TSA.

I appreciate your time to read my words.
Regards,
(b)(6)
Bowling Green, OH 43402
HYPERLINK (b)(6)

8/27/2014 12:52:29 PM

Caller had traveled through Seattle. He says there is a sign located in the PreCheck line that said he did not have to remove his shoes or his belt. He says as he went through the WTMD his belt caused an alarm and the officer made him remove his belt. He wants to know why they allow passengers to leave on the belt when it causes it an alarm and then have them remove it for screening? he would like the wording of the sign to say if the belt or shoes have metal on them to just remove them. He stated he had traveled through SFO and the machine did not alarm for his belt. He also would like for all the machines at all airports to be the exact same.

He says there was an officer hat was rude and nasty to him and other passengers. He says the name of this officer (b)(6) at Seattle airport. He says he has the wrong job and should not be doing this. He requested his boss know how rude the officer was to the passengers.

Told caller
Leaving on the belt was part of the expedited screening. If there was an alarm no matter what type of screening a passenger got they will clear the alarm. Normally what they will do is give a patdown to clear any alarm however for him the officer allowed him to remove his belt and walk back through.
I explained to him that not all the machines may be as sent vie or work the exact same way. It would be difficult to do that at every airport in the US but he felt this could and should be done.

I was sorry about the officer that was mean and rude to him, I would be glad to send his complaint to the CSM so they would be aware of this and this was per his request as well.

Airport: Seattle
Airline: United
Flight number: 278
Date and time: 8-27-14 departed at 10:41 am
Terminal or gate: A11
Items Damaged: Caller was upset at how rude and nasty the officer, (b)(6) at the checkpoint was to the passengers, he said he was yelling commends at passengers and rushing them through.
The caller was upset that for the PreCheck lines have signs that say passengers can leave on their shoes and belts for screening yet when there was an alarm he had to remove his belt. He would like the wording of the sign in the PreCheck line to be reworded to say if there was metal in his belt or shoes he should remove them.

The caller did not want to leave contact information.

Hi (b)(6) and TSA Complaints,

By way of introduction, my name is (b)(6) and I am a television producer out of Los Angeles and was in Salt Lake working on a new television show for TLC. I am a college educated, relatively successful (was on Forbes 30 under 30 the past 2 years), productive person that is contributing to our society.

This morning at the Salt Lake City International airport, two of your TSA officers were so degrading, rude, insulting, demeaning and downright inappropriate that I implore you to take action or remove these officers from duty.

I was traveling with my father who is very sick and has a defibrillator implanted in his chest because he had heart failure and two strokes recently. Due to the strokes he is unable to speak properly and due to his heart failure any stressful situation can cause his device to go off. He was pulled aside in line because he cannot go through the device and needs a pat down. This fine and happens everywhere we travel... but then the problems start.

Your officers then decided to do a full check of his bag. His bag was not asked by the officer working the x ray machine to do an extra search, these officers basically decided it would be funny to start their morning by harassing a handicap man. They insulted him by questioning if his medical device was a weapon and talked to him as if he was retarded and questioned his challenge speaking English (this is due to his stroke). They then took everything out and put his shirts on the dirty floor, opened all of his toiletries (including pills and their cases that he needs to survive) and then said that they were going to throw everything away (including pill cases).

8/27/2014 2:18:43 PM

I had already made it past security at this point and saw everything happening and felt compelled stepped in to defend my helpless dad against your unprofessional and careless officers. I travel 4 times a month for work and I packed my dad. Every bottle was within the 3.2 OZ limit. Everything also fit in a zip lock bag... but they claimed that my helpless father was "forcing these items in the bag". They claimed that according to the law if the zip lock bag doesn't lock then everything else they will have the right to dispose of. Ultimately they threw away about $100 of prescription lotion that was within the 3.2 OZ limit because they said according to the rules they can do what they want. No where in the rules does it take into account that because my father has large pill cases, certain lotions can't fit in the zip lock bag. If you emptied everything it would absolutely fit, but you can't mix up medication.

This was as they continued to insult my father's challenge with language. Officer (b)(6) (whose information is below) then got up in my face trying to push me and said that he was going to recheck my bag and throw all of my stuff away as well. I informed him that I had already made it past security and he tried to grab my bag from me. I told him to back off and we then left the situation before it escalated even further.

They threw away the prescriptions and we left because I didn't want a scene.

Your officers are out of control and need to be removed from service. I actually liked the TSA until these 2 officers left a horrible taste in my mouth. I am busy man, but this incident bothered me so much that I felt compelled to write this letter. I implore to watch the security tapes to verify my story.

The officer's names and ID #s are -
(b)(6)
I would suggest you remove him from duty and send him to anger management for "threatening" a traveler. He should be retrained.

(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/27/2014 12:15:09 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/25/2014 6:30 AM Airline & Flight Number : United 441
Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :

8/27/2014 2:20:09 PM

Comment : I take this flight every Monday morning & have been doing so for over a year. The TSA checkpoint at JFK Terminal 7 has progressively gotten worse every single week. The lines are long, the checkpoint is understaffed, and there is no TSA pre-check line. I have to carry 2 epi-pens with me for allergy purposes. The manufacturer has stated that they should not be put through the x-ray because of the effects on the medication. In all other airports, the TSA knows what to do when I asked for them to be checked by hand. However, at JFK they stand around and no one will come and take them. Finally, when someone comes over they want to do a full pat down (which is completely understandable) however, the employees are so busy that they treat me horribly because they are visibly upset that I am taking up their time. This week, the TSA employee tossed my epi-pens in a bin. TOSSED. This is medication that saves my life. And she tossed the devices into a bin. When I confronted her about it she fought back and then walked away before I could read her nametag. I don't think she did it on purpose, but it goes to show that understaffing seriously affects the way your employees are doing their job. If she had a straight mind and wasn't in a rush she would not have tossed a medical device like she did. When I tried to find a supervisor to talk to, there was no one behind the desk so I had to keep moving in order to get to my gate on time. I am seriously disappointed every week when I come to this terminal, and plan to switch airlines or even airports because of this very soon. Even the TSA employees complain about how disorganized this Terminal is, and how they wish the other checkpoint was still open. Please take my advice and send someone to fix this. I would be more than happy to answer any questions you may have about this. I believe that the majority of the issues with this checkpoint can be resolved by adding more staff and adding a dedicated pre-check line. Your employees will have more bandwidth to actually pay attention to the security that they are there to enforce.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Calling for her husband who is disabled and has a feeding tube from his stomach, has a note from the Dr. to provide and was told by the TSO when presented. We don t care . Stated occasionally they swab around the area of the tube and take him to a private location. She stated he has had to raise his shirt in front of other passengers before.
He flew from MCO via DCA and to BDL(Hartford, CT.) was swabbed twice from his stomach (she stated he was swabbed at MCO and again at DCA).
Caller stated he has an approved lock on his luggage and it is missing, said in July he flew and TSA was able to open and relock the lock. The bag had a Cpap machine inside and the clothing inside the bag was disarrayed and unfolded.
Caller states he wasn t treated with respect regarding his disability and she said he called the TSA complaint line and was told, They had to do what they had to do and if he didn t like it to drive . (she didn t know who he spoke with or the number he called).
He will be flying from BDL to MCO on Saturday and again in Oct. because of surgery and he is uncomfortable because of the way he is being treated by TSA.
She stated before he began to fly they contacted TSA to determine what the process was (doesn t think they provided their name or contact information).

Response:
Apologized to caller for the screening experience her husband went through. Explained the SOP procedures for someone with a feeding tube. Advised to call TCC 72 hrs. prior to flight and we will request assistance at the departure airport.

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

8/27/2014 2:38:01 PM

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

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

• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
Explained to caller if her husband refused to go to a private location for a patdown, he would be screened in view of the public.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Caller said there was an incident yesterday 8-26-14 at screening at Las Vegas at 9 PM. She was going to JetBlue Gate 11 to meet her daughter at the Gate.
She had medication in tablets and liquid form in her purse when she came to screening
She did not take the medication out but did tell the TSO she had medication in her purse.
When her purse went through the Equipment and the male TSO said something in Spanish to the other Female Agent. The female TSO then opened her purse and held up the medication and said is this what you were taking about.
The Female TSO then gave her a patdown in public view. She confirmed she did not request a private Patdown.
She said they treated her like she had illegal drugs.

She stated the Female TSO never did not find her liquid medication or syringes in the bag and the Manager, (b)(6 no last name) came over and said she is so fired because she violated HIPAA.
When I repeated back she said no, he just said that he is sorry she (the TSO) acted like that.

RESPONSE:

8/27/2014 2:57:47 PM

I only asked the caller questions like did she take the medication out of her purse for the TSO and place it in the bin.
Caller responded she was not told to take it out but did tell them about it.

She complained that she was not taken for a private patdown but she confirmed she did not ask for one.

She was uncooperative about providing her phone # and email but eventually did.

Told her all travelers are subject to have their personal belongings searched at the checkpoint.

Told I will send a copy of her complaint to the CSM. Thanked her for taking time to provide the info.

NOTE: During call she was very distracted and was talking to others and it was hard to determine when she was talking to me so I asked her to her friends give her time to talk with me.
She also seemed disjointed that I was confirming what she was saying. Heavy traffic background noise required both myself and caller to need to repeat things.

Disability Description: Caller just had shoulder surgery.

Information Request: He wants the name of the agent.

They wanted the supervisor contact information for Kansas City.

Does the form need to be notarized?

Response Details: I apologized to the caller that she had this experience and stated I would send this information for review by the appropriate representatives.

She would need to write about this incident in her own words and submit it to the following address. I stated Federal regulations require that her complaint be in writing.

TSA-CRL@tsa.dhs.gov

8/27/2014 3:17:48 PM

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033
It would not have to be handwritten. just signed. It would not have to be notarized.

I was unable to provide the name of the TSO and would not have the information.

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

Incident Details: A gentleman called and turned the call over to (b)(6) I spoke with both of them during the call. He did not want to provide his name at this time.

Caller was in a wheelchair and her shoulder and arm was in a sling. She had requested that her shoulder not be touched due to a recent surgery during the screening. Her traveling companion had requested that her shoulder not be touched as well.
She was unable to stand and a blond TSO conducted a Pat Down procedure. She was the only female at the checkpoint.
Caller went on Vacation to Puerto Rico the 4th of July and she had no issues flying out.
When she returned on 7-25-14 from BQN she showed her Medicare card, Blue Cross ID carnd and her Voters Registration card and was cleared again for the ID.
She was screened at the checkpoint and her carry on bagswere screened and the TSO screened her purse and asked her why she had the bottle of soda was in her purse and she told him she had it to drink because she thought he was kidding.
She is 68 and ill and her husand is ill and she felt violated about having a Patdown and eventually the TSO had a conversation with her husband about the soda and her husband said throw it away.
She got to the gate and people had drinks and that still bothers her.

RESPONSE:

8/28/2014 8:54:32 AM

I explained the reason she had the Patdown is because she had a prohibited item with her.

We limit the LGA items to 3.4 ounces and you must have those items placed in a Quart size bag.
You cannot bring a bottle of soda through the checkpoint because of that rule but you can purchase beverages after clearing TSA Security and take it onto the plane with you.
Items in the area after TSA have been prescreened so you are allowed to purchase beverages.

Told I am glad she called so we could talk about it.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/28/2014 5:38:16 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/28/2014 4:15 PM Airline & Flight Number : American 2325 Checkpoint/Area of Airport : Terminal C - Gates C2 to C12 TSA Employee (If Known) (b)(6) and (b)(6) Comment : August 28th, 2014

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

8/28/2014 6:13:49 PM

At approximately 4:15 pm on August 28th, 2014, I entered the security checkpoint for Terminal C – Gates C2 to C12 at Dallas-Fort Worth Airport (DFW) on the way to my flight, American 2325 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the federal security director at Dallas-Fort Worth Airport.

Sincerely,
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Yesterday at 2:15 pm a security gaurd named (b)(a black female gave me a pay down she got to my hips and said what's that. So I pushed away her hand and tried to pull up my skirt so she could see that I wasn't a threat to her. Then after the pat down she says your big. Then sends me to another officer taryn a white female to scan for possible cocaine residue. After all this pitts took a walk with her young black female friend to say there goes that crazy ass bitch right there. I'm never riding American airlines again. Pitts is a threat to American airline customers.

8/29/2014 8:26:13 AM

Regards

(b)(6)

Sent from my iPad

To Whom It May Concern:

I was excited to be able to try out the TSA PreCheck on my recent return to the U.S. for home leave from my diplomatic assignment in Seoul, but I must say that I was very disappointed with the lack of consistency and transparency to the system after traveling through four different airports during my trip.

During this trip, I traveled through Honolulu International Airport, Washington Dulles, Ronald Reagan, and Charlotte-Douglass Airport. The worst experience occurred in the last location. At each of these locations, I requested a pat-down, due to being pregnant. While the rational part of me understands that there is no radiation emitted by the metal detectors, having suffered a miscarriage just before this pregnancy – while traveling – I chose to be extra cautious and exercise my right to request the pat-down instead.

8/29/2014 8:26:55 AM

On July 20, when I was traveling from Charlotte-Douglass Airport to Washington Dulles Airport, I was informed by Agent Adams (due to not knowing her first name, I will describe her as a middle-aged African-American female) that because I requested a pat-down, I had essentially "opted-out" of the PreCheck system, and was therefore subject to a more extensive search. Though I did not pass through the metal detectors, my bags went through the x-ray machine, just as everyone else's did, however, Agent (b)(6) informed me that although the pat-down yielded no negative response (beeping) from their screening machine, she would have to go through each of my bags by hand anyway. In Honolulu, this also occurred, but there I was told that it was because the machine had "beeped" after my pat-down screening paper was inserted. I was annoyed there because the woman who had pat me down told me that "this could happen for any number of reasons, even just because of the lotion someone is wearing." REALLY?? If this is the system used to detect harmful substances, I think there is a problem if it reacts to certain over the counter lotions. In Honolulu, this agent (b)(6) was at least very clear in explaining that it is protocol to search the passenger's bags thoroughly by hand if the machine "goes off." Though she was not at all delicate in conducting this search, leaving my items strewn in such disarray that they could never have fit back into my bags, she was at least clear in explaining the procedure and why she was doing what she was doing. Unfortunately, in Charlotte, it was a completely different experience.

In Charlotte, on July 20, when I questioned Agent (b)(6) about searching my bags, even though the machine had not beeped and she had even confirmed that I had been cleared according to the pat-down, she insisted that not only would she still have to go through all of my bags by hand, but she would then have to put them back through the x-ray machine, though they had already passed that inspection without any alarms. This did not make any sense to me, and when she tried to explain further saying, "When you ask for a pat-down, you are opting out of the system, and since we have no idea why you have opted out, we immediately become more suspicious, so we need to check your bags more thoroughly, even though we did not see anything unusual on the x-ray," it didn't seem to make much sense. When I questioned her about it politely, she asked one of the other agents to get the regulation book, "just to make sure she was following the right procedure," but he simply said, "I'm sure you're right," and did not attempt to retrieve the book. Meanwhile, Agent (b)(6) continued to remove every item from each of my bags, and as she searched, I noticed that her fingernails had come through the gloves on both hands, such that she was touching all of my clothes and belongings with her bare fingers, the nail tips of which were long and appeared to be unkempt. This was something that concerned me, not only because I had no idea whether her hands were clean or dirty, but also because I had no idea what kind of substance might have been on her hands that could have shown up as something strange when they did further screening. One good thing I can say about Agent (b)(6) is that she was courteous throughout the

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 8/28/2014 11:26:57 PM Airport : MCO - Orlando International Date/Time of Travel : 08/27/2014 4:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :
Comment : After a wonderful weekend of training and networking for business in the beautiful city of Orlando,I experienced something that has me questioning this whole "security" thing. Normally when I travel, I wear a suit because not only am I a business man, but I find it more comfortable to be dressed; not to mention it commands respect and compels people to call me Mister.

Yesterday was one random occasion that I wasn't in my "normal"attire, but I did have on a pair of chinos and a long sleeved linen shirt with my hair slightly tied back; I mention this for a reason. After taking everything out of my pockets and placing them in the bins, or so I thought, I proceeded through the scanner only to realize that I left my bank card in my back left pocket. As a result, the scanner picked it up and the TSA agent asked if there was anything in my back left pocket. I replied, "O yea, my bank cards." The agent put his gloves on, asked me to turn around, patted down that area, as well as searched my hair. I have dreadlocks so for me, they ALWAYS search my hair, yet I don't see them searching others, but I digress. The agent then proceeds to say he needed to swab my hands. He walked away, and grabbed what appeared to be a square shaped adhesive and wiped the palms of my hands. He asked me to wait there and walked away to place the adhesive in some kind of machine. As I was waiting, the belt that had my luggage on it was backing up. So I went to remove it to free up the line and he yelled, "Don't touch anything." Because I had never been through this process before I was pretty taken aback and confused;not to mention I had a flight to catch in the next thirty minutes. Another agent asked me if I knew what was going on and I replied, "No, I'm super confused." He went on to explain that the machine was testing my hands for explosives...

8/29/2014 8:28:09 AM

Now at this juncture not only am I confused, but I'm getting slightly irritated by this whole process. I asked the agent what could cause such an alert because I clearly hadn't been in contact with any explosives. He said, it could be hand sanitizer, which I had recently applied, and named a couple of other things that have slipped my mind. Apparently, the machine reading required further tests and they asked me to step aside because they needed to do a full search of my body as well as my luggage. Another agent started opening my suitcase in the middle of the airport and I asked him did he have to do that in front of everybody.I also asked the other agent how long this would take because I did not want to miss my flight. Another random female agent came over and said, "Everybody else gets their luggage searched in front of everyone," which mattered not to me because I preferred not to. There was a nearby private room that another gentleman was in so I waited until he was finished before entering. I asked the nearest agent how long this would take and he stated he didn't know and I could not go anywhere until I was cleared. I also asked him if there was a list of items that may cause this to happen so that I was not placed in this predicament again and he stated that he couldn't give me that information for "security" reasons... Of course this makes absolutely no sense to me because it hinders me from avoiding a similar instance; by this point my irritation is rising.

So two agents and myself entered the private room and as one of the agents wiped down the inside of my luggage with another square adhesive, the other agent proceeded to search me as I was facing the man wiping down my bags. He asked if he could search my hair and initially I said no because again, my hair is always searched, but the straight haired blonde or brunette is not, but I allowed it because I just wanted to get it over with.

By this point I am feeling extremely violated as this man used his hands to search between my legs, my hair, my entire body down to my feet, and even put his hands on the inside of my waistband all the way around. Of course after all of this and fifteen minutes later, I was cleared because I had no contact with explosives, as I stated before I was in Orlando on business. My colleague waited for me and as I walked out of the room with my belongings, he asked if I was okay; immediately I said, NO! I remained quiet for the next few minutes trying not to let my anger show, but I was so upset that I nearly began to cry. Composing myself as I rode the tram to my gate, I was trying to wrap my head around what just transpired and it made me more upset by the minute.

The moral of the story is I felt that I was profiled and violated in so many ways. Standard procedure or not, this was uncalled for and if there are commonly used items that will cause a "security" scanner to imply contact with explosives, the people should be made aware. They have plenty of signs regarding aerosol cans and other unauthorized materials for your carry on, why not provide a list of these items and fully explain the process prior to actually performing these additional searches?

Disability Description: Callers husband has two shoulder replacements. connecting through Europe. He sets off alarms.

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility.
Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are traveling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

8/29/2014 10:45:47 AM

Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening;

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.
The screening process for a passenger who uses a wheelchair or scooter is determined by the individual s ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.
Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.
The passenger should inform the TSO of his or her need for assistance before the screening process begins.
Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Medical documentation is not required.
I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.
I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.

8/29/2014 12:21:43 PM

I have a metal knee and the patdown I was subjected to was outrageously conducted this morning. The balding, bearded male officer was very firm in pressing against my skin and took a long time to run his arms all around my body. He especially made pointed effort to feel up and into the crack of my ass, short of penetration but pressing my boxers to the inner most parts. Nothing like this pat down ever, Im a pre-tsp screened flyer on an official flight. what a jerk your officer is. I will never accept a pre-tsp screening lane again. After 30 plus years of working for the government, a security clearance a security professional certification and a considerable number of flights, I know something about security. When I said something this officer said how can a patdown be too firm? I understand that I will be singled out by TSA for the rest of my life due to poor health, but this was unreasonable. Please have a nice day.(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 8/29/2014 1:41:54 PM

8/29/2014 2:18:22 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I was very upset when the security took my 91yo mother's walker away from her and made her walk without it to the machine and had her spread eagle. She was off balance and unluckily did not fall. I told them that she will fall and that she has dementia. They then proceded to pat her down after going through the machine. At least, one of the agents offered her a hand to walk with. They would not let me help her. It is sad when a sweet little old lady with dementia has to be treated like that.

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Remote Client IP: (b)(6)
Date Time: 8/29/2014 1:41:10 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee

8/29/2014 2:18:25 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Dallas Airport
Comments:During my recent flight out of the Dallas-Fort Worth airport, I was extremely disappointed and disgusted by the practice of the TSA workers. Usually, this is one of my favorite airports to travel from and the TSA workers are professional and appropriate.
During this trip, however, I was appalled and disgusted by the behavior.
After going through the security scanner, I needed to have my back pockets patted down (which I understand and usually happens when I wear certain articles of clothing, and I TRULY APPRECIATE the staff and TSA ensuring the safety of myself and all other passengers flying). However, afterwards I was instructed to turn around for the hand wiping/screening, which also I completely understand. This time, instead of allowing me to turn myself around, which I was in the process of doing, a particular TSA worker grabbed my by my bare shoulders with her gloved hands (the SAME gloves which she wore to not only pat me down, but also several ladies BEFORE and 1 lady AFTER me) and turn me around somewhat forcefully.
I was beyond disgusted....it's one thing to touch clothed parts with used gloves, at least there is some barrier of protection. However, unnecessarily touching my bare shoulders for a NON-security purpose was not only unnecessary but also disgusting.

If this occurred in the healthcare field there would be serious repercussions for a healthcare worker as hand hygiene should be taken very seriously, especially at the start of cold/flu season.
Please understand, I truly appreciate all security efforts put forth by the TSA. I understand all of the scans and pat-downs and whatever other security measures are deemed necessary. However, I do not appreciate being unnecessarily touched over bare skin with dirty used gloves...that's just disgusting and unhygienic. Thank you for your time.

8/29/2014 5:32:25 PM

Caller was on a United flight and there was an incident with a passenger who was clearly stoned out of his mind, he warned them not to allow him on the plane but they did. When that happened they served him alcohol and then he started harassing passengers. He left from San Francisco to LA. This man at the gate, there were 2 United employees that saw it before they boarded. This man put his head on the callers shoulder and started to fall asleep and he also started mocking a lady that was on the phone and they got on an argument. He went to the United employees and pointed him out, as being high as a kite and he should not be allowed on the plane. They employees told him they would take care of it, but that didnt happen. He came on the plane, and the caller complained again to a flight attendant. They served him Gin and he started verbally harassing everyone around him and started grabbing and groping people. He was also verbally abusive to the flight attendant. When passengers were getting off the plane they were stopping to question another flight attendant about the man. He contacted the airline and was complaining over the situation, and how United did absolutely nothing about it and they would not assist him whatsoever. He said there are going to be several complaints over this.

Explained to the caller that this is out of TSA jurisdiction, since it was at the gate. Told him that since he is wanting to complain on the way the airline did not handle the situation at all ACPD would be the best option. Since the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 to record complaints.

8/29/2014 8:06:46 PM

Feedback Type : Security Issue
Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 8/29/2014 6:32:30 PM Airport : LGB - Long Beach Airport Date/Time of Travel : 08/29/2014 3:11 PM Airline & Flight Number :
Checkpoint/Area of Airport : Non pre-check line (there was only 1 open at the time) TSA Employee: (If Known) (b)(6) 300+lb black guy if that isn't the right name.
Comment : TSA personnel did not check pants waistband, upper area around socks below jeans or inner thigh area properly. Inner thigh was checked, but not "until resistance was reached" as I've found standard with other pat downs. Pants waistband was lightly patted with shirt down over waistband. Socks/feet were not really checked all the way around. It was amazingly fast though! Also, he did fine with all of the things he's supposed to ask me.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

8/29/2014 9:05:56 PM

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 8/29/2014 8:55:14 PM Airport : TPA - Tampa International Date/Time of Travel : 08/04/2014 10:36 AM Airline & Flight Number : FI1729 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : Would not accept my Global Entry pass and was told I was selected for extra security check.
What good is,the Global Entry when the airport I received it at does not honor it?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) N506, Ft. Lauderdale, FL 33305
Zipcode:

8/30/2014 11:11:48 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Fort Lauderdale-Hollywood International Airport
Caller is stating that his wife was flying from Logan International, but missed her flight due to additional screening. Caller stated that wife was informed by a TSO that because she had a state issued drivers license she was subjected to additional screening. Caller stated that during the additional screening his 50 year old wife had a finger inserted in her vagina. Caller questioned if this was standard procedure for the patdown. Caller stated that the state issued drivers license had nothing wrong with it. Caller stated this caused her to miss her flight and she is a nervous wreck. Caller stated he hopes somebody gets back to him or else he is thinking of getting a lawsuit.

Airport: Logan International
Airline: Delta
Date Time: 8 30 2014 between 10:30am-12:00pm
Contact Information: (b)(6)

Resolution:
The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

8/30/2014 4:57:59 PM

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. 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.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at the specific airport, I will forward this information to the Customer Support Manager at that location. 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.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. If TSA questions the documentation you have provided the individual may be subject to additional screening.

Callers wife has precheck her number is (b)(6) he said they got the precheck because she has a knee replacement and has to go through a patdown. He states Delta tells him his number is in the reservation and he has to call tsa to see why she did not get precheck. He also states this is the first flight they have flown since she got the KTN.

8/30/2014 7:01:52 PM

It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. I told him the precheck logo only means she is eligible, the information is embedded in the bar code of her boarding pass when the officer scans it. I told him whether or not the logo is on his boarding pass is strictly up to the airlines, not tsa.

Caller is a surgeon and was working at the hospital in Virgin Islands and is traveling from STX to Puerto Rico and then to Miami and then to ATL. Caller states he was embarrassed with the screening due to the fact they took all his things out of his bag prior to screening and all his 3-1-1 products (toothpaste,deodorant,hair grease) and he was also subjected to a patdown when he s never had to go through one. Caller also states there was only three passengers other then him and all the TSO s were standing around looking at each other.

Airline - Not Given
Airport - STX
Flight Number - Not Given
Date - 8 31 14
Contact Information - (b)(6)

8/31/2014 12:19:54 PM

Response:
Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

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.

Caller states every time he goes through checkpoint he goes through patdown, caller doesn't feel he needs to pay the 85 dollar fee for TSA PreCheck.

Response:
the Transportation Security Administration's (TSA) Contact Center regarding TSA PreCheck.The TSA PreCheck application program is a new method for U.S. citizens, U.S. nationals, and lawful permanent residents to apply for TSA PreCheck eligibility. Once approved, travelers will be eligible for expedited screening at TSA PreCheck lanes at more than 100 U.S. airports when flying on a participating U.S. airline.Qualifying TSA PreCheck participants use dedicated security lanes for screening benefits. When TSA scans the barcode or observes the TSA PreCheck logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA PreCheck lane for expedited screening. Passengers 12 years old and younger may access the TSA PreCheck lane with an eligible parent or guardian. Other passengers, to include spouses and traveling companions, who are not referred to the TSA PreCheck lane are not eligible for expedited screening.

When you use these lines, you can:

- Keep your shoes, belt, and light jackets on

- Leave your laptops in your carry-on baggage

- Leave your 3-1-1 compliant bags in your carry-on baggage

8/31/2014 1:49:43 PM

Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA PreCheck eligibility for 5 years. When making a reservation, passengers should enter their TSA PreCheck known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate

Caller requested a supervisor

Preston took over the call:
Caller is 59 years old and does not want to pay to enroll into the PreCheck program. Caller has had several heart attacks and has multiple stints in his heart. Caller travels from Alaska to to Hawaii often. Caller is a contractor for the military. Caller is not happy with TSA and does not like the system. Caller has received several accommodations from the military. Caller does not want to pay TSA 85 dollars to participate in the PreCheck program and wants to know what I can do so that he does not have to pay the fee and still receive PreCheck. Caller feels that the patdown is a violation of his civil liberties.

Caller needs to speak with whoever is in charge, of TSA screening at the Tampa Airport. She was asked to take off her blazer at screening and she does not want to do that. She stated that sometimes she wears tank tops under her jacket and doesnt want to take it off in front of people. How can she get around having to do that. She said the officers at FLL did not ask her to remove her jacket. She then asked if she could request a female officer to take her in a private area to screen her without her jacket.

8/31/2014 3:03:30 PM

Advised the caller as for normal screening that is how it works, passengers are supposed to remove light outter wear before going through and there is no way around that in the normal screening line.

She could apply to precheck which allows passengers to leave their shoes on, light outter wear and belts during screening.

When she gets to the checkpoint she can request a patdown procedure and ask for it to be private. Then she would have to wait on an officer of the same gender to pat her down.

Offered to take a complaint on inconsistency of screening. She declined that.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/31/2014 6:26:33 PM Airport : BOS - Logan International Date/Time of Travel : 08/31/2014 1:00 PM Airline & Flight Number : American 1661 Checkpoint/Area of Airport : Boston Logan Airport TSA Employee: (If Known) :
Comment : I am 84 yrs old traveling from Boston to Chicago on above mentioned flight.
I was a wheel chair passenger. I was made to take off my sandals during screening .
In addition I was given a full pat down and my hand luggage and purse were taken away from me and out of my sight for screening and checking .
I was neither present while my bag and purse was searched and no TSA personnel bothered to offer me any explanation. No one said a word to me as to what they were doing.

8/31/2014 7:05:45 PM

While I understand that screening is necessary, I find checking my luggage and purse without me being present unacceptable per TSA guidelines. The way I was treated by TSA was rude and unprofessional.
I don't recall the name of the agent but it was a woman.

I would like a response from TSA regarding this incident.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear Sir/Madam :

We (myself, wife and 2 yr old kid) are residents of San Diego, CA past 12 years. For our vacation, we traveled to San Diego -> Kauai on 26th Aug and Kauai -> Oahau on 30th Aug and will return back to San Diego on Sept 3rd.

I must regret to inform that our experience with TSA at LIH-Hawaii was extremely inappropriate and disappointing. Now, I understand, that you work for the government and what I say here will likely fall on deaf ears, but considering this is the United State of America, I remain hopeful.

At LIH, we (being Indian - the only brown people in sight that day) were clearly chosen based on our race (appearance) for further screening. So much so, that asking for allowing a regular off the shelf Hawaiian yogurt bowl for our little kid to snack on, my wife had to undergo pat down. It was clearly stated to us "either no yogurt or yogurt + pat down". Where do your rules say this? My wife underwent the pat down just so that our kid doesn't stay hungry.

I just read FAQ on your website:

9/1/2014 9:22:04 AM

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

So I ask rightfully from the TSA officials at LIH an apology on their conduct.

We have traveled on several occasions from San Diego, CA and never have come across such mindless acts. That too, we were just catching our flights to Oahu (island hopping) for our son's birthday celebration.

Regards,

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/31/2014 9:37:59 PM Airport : OGG - Kahului Date/Time of Travel : 08/24/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) (b)(6) security officer who performed "pat-down") Comment : I would like to lodge a complaint regarding the security "pat-down" I received. I typically opt out of the full body scanner and am typically subjected to a pat-down search, which I wish weren't the case, but accept it as a better alternative than the scanner. Anyhow, I have had lots of these types of searches before and normally I have no issues with the security officers conducting the search, but at the Kahului Airport I was subjected to an aggressive and somewhat violent search that left me in pain and feeling violated. The security officer who conducted the search was named

9/1/2014 9:22:44 AM

"Linda" and was very brusque with me and my personal items, which was unpleasant. However, what the complaint pertains to is the manner in which this individual touched my private area. As she moved her hand up my legs at the front she struck my private area/vagina with aggressive force causing me emotional shock and physical pain. I felt violated and that this was unlike any other search I have ever had at the airport. I felt violated and upset. I don't think this individual should be doing these searches as I would hate for others to receive the same treatment. I don't believe physical searches have to result in pain or distress to the person undergoing them.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Compliment
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/1/2014 12:26:16 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/26/2014 Airline & Flight Number :
Checkpoint/Area of Airport : B20
TSA Employee: (If Known) :

9/1/2014 9:23:04 AM

Comment : My statement is more overall regarding the check in at Phoenix as opposed to Long Beach. I appreciated the Phoenix check in much more because they had more sensitivity toward my physical limitations and health challenges. Rather than a pat down, they put me through the scanner, and they were helpful with giving me a cane that I could use rather than leaving me in an unsafe situation without my cane or any cane like in Long Beach.
But, I am an older woman who has always followed the laws of the United States and it was extremely embarrassing, intrusive and uncomfortable to receive a pat down. While getting that the woman felt of my breast and that really made me feel uncomfortable. You need to improve your polices on knee replacement so that people do not have to go through the pat downs. I don't like being treated like a criminal when I am NOT. I could have carried paperwork from my doctor, and I could have been prescreened.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said she is in FL and bought 2 live baby turtles and asked if she cane bring them on the plane in carry on or check bag on a domestic flight on Southwest. She asked if she can bring food or liquids like cut peaches in syrup in check bag. She said when she departed from Hartford, CT she got a noi and that we had ruined her suitcase and the lga s got on her boots and she said she did not want to go over how to file a claim. She said she did not want the food in check bag to cause a red flag and asked how to avoid that.

9/1/2014 12:10:57 PM

Response:The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

All animals being transported in a kennel with checked baggage are required to be screened. TSOs are first required to ask the owner to remove the animal from the kennel so that he or she can clear the kennel. Once the TSO has completed his or her inspection of the kennel the TSO is required to clear the animal with a thorough visual inspection. The TSO may ask the owner for assistance during the visual inspection.

I advised her that food is allowd in check bag and to make sure it is securely wrapped or in a spill proof container. I advised her that we electronically screen the check bags and that we dont recommend food in check bag because some properties in food cause the alarms to trgiger and the bag has to be hand inspected. I offered to go over how to file a claim but she declined.

Caller wanted to know if the TSO used gloves while they inspected the bag. If so did they put on new gloves? Did they use latex gloves?
She was upset and afraid she could catch a disease from someone else. NOI was in the bag.

9/1/2014 7:30:41 PM

Advised:

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.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/1/2014 10:30:22 PM Airport : LAS - McCarran International Date/Time of Travel : 08/31/2014 7:00 AM Airline & Flight Number : United 1208 Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :
Comment : Yesterday, my wife and I (b)(6) were traveling home after a long trip. For some reason, the hand swab detected something on my wife's hands had to go through additional screening. After her bags went through the x-ray machine, they were additionally searched in plain view of all of the passengers. She was carrying a bunch of shoes that she likes wear when going out for the night. One of the screening ladies (there were two) asked my wife is she was working at Cheetah's. Apparently they were asking her if she is a stripper because of her shoes. (b)(6) did not know what Cheetah's was at first and was confused but she (obviously) replied that she doesn't work there. While the first agent (the thinner one) was asking that question, the second agent laughed at her question, which caused (b)(6) to be extremely embarrassed.

(b)(6) has a lot of anxiety and hates attention being drawn to her. She was mortified of the way she was spoken to and about. Being singled out already traumatized her and this greatly added to her stress. This translated to her not being able to sleep at all on the 5-hour flight home, which she had planned on doing.

Apparently during the private pat down (b)(6) was breathing oddly due to the stress she was under. She is a rape survivor and has a difficult time with physical contact. The agent who was performing the pat down repeatedly asked her what was wrong, to which (b)(6) replied that nothing was wrong.

9/2/2014 8:36:48 AM

1. TSA agents should be better trained to be more sensitive to people with anxiety. Clear and simple communications should be the norm for these procedures. A better description of what is occurring should be given before anything occurs. (b)(6) feels that she was not told what was going to occur clearly and thoroughly.

2. Asking unnecessary and potentially embarrassing questions be completely avoided. What business is it of anyone's where she works? It is beyond comprehension as to why would anyone think it's appropriate to ask if someone works at a strip club.

3. While I understand there is no way to avoid the the pat downs, I think that training by an expert in rape victims would teach the agent how to identify and to be extra sensitive in this situation.

4. I was not told what is going on with (b)(6) at any point until after she left the private screening room. I told the agent at the hand swab area that I was her husband but I was directed to complete my screening but given no other info. I was not told where to meet my wife. Why were we separated and shouldn't I be told where to meet her?

5. (b)(6) had the same pat down twice - once outside in the public area and the second in the restricted area screening room. The second one was more invasive (and thorough) than the first one. As far as we can tell, the first (public) screening was unnecessary and only was a cause for more humiliation for (b)(6) What is the point of first, public screening if the private screening was going to occur anyway?

6. This is a minor issue, which the supervisor said that he would correct with training. The ID screening agent that I met with didn't know how to handle my expired photo drivers license with a valid paper license. He had to call a supervisor, which caused an unnecessary delay and was embarrassing to me, because I was asked to stand aside and had to wait to speak with a supervisor. Isn't this a regular occurrence that should be part of the normal training for the agents who do the ID screening? (BTW, that supervisor was fantastic, even asked me what gate I was going to and gave me directions on how to get there.)

I just went through pre-check at Dulles Airport and this serves no purpose as I was still required to remove my shoes belt glasses and go through a complete pat down inspection with questions a turning on my iPad. This all due to a knee replacement which is clearly evident with my scars and a doctors card, verbal explanation etc. to no avail. While I understand security this service is supposed to improve the process. It does not as I had to wait over 5 minutes for someone to physically check me. This would have happened even quicker a standard check in. What a waste

9/2/2014 10:02:49 AM

(b)(6)

(b)(6) office
cell

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 9/2/2014 7:47:50 AM

9/2/2014 10:02:51 AM

Name (b)(6)
Email (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL749/Delta/Miami/H05
Comments:Inappropriate pat down and screening. I entered this under inconsistent process because I packed my personal bag the same way I had when traveling to Miami and the bag was not pulled, nor did I have a pat down in Richmond. After the secondary screening, I was free to go (of course having to repack everyting taken out unnecessarily) with nothing thrown away or confiscated. The only explanation given was my fish oil bottle or other pill bottles may have set it off. I am carrying exactly the same bottles (with less medication/pills because of a 10 day vacation) and wonder why this was not an issue in Richmond. It is recommended to carry your medications with you, should this not be changed? Also a pat down (a very thorough one) was indicated for fish oils? I do not feel any more safe given the inconsistency in machine or personnel.

Caller wants to file a complaint because of the screening experience her husband had when he flew from EWR on 8-25, stated she tried to send an email and it didn t go through, wants to file for her husband (b)(6) Her husband was at EWR airport and was taking their 2 grandchildren back to Belgium, 7 and 9 yrs. old.
He went through WTMD and told the TSO he had 2 knee replacements and was told okay and to step aside. He was told to remove his belt and spread his legs and raise his arms. He told the TSO his pants would drop and the TSO told him to take his belt off anyway and to hurry and his pants dropped in front of everyone and the grandchildren who were waiting for him.
He feels that it was a most outrageous breach of privacy, he was extremely humiliated and she was shocked. The children had never seen their grandfather with his pants down which was embarassing to him. She thinks someone owes him some compensation because of the incident.
Was flying Jet Airways- Indian Airline, thinks they may be affiliated with United.
Arrived at airport approx. 3 hrs. prior to departure, not sure exactly what time he was going through security.

1. Date and Time of the flight----8-25-14, departed 6:30 PM
2. Gate or Terminal----Gate 55
5. Flight #---9W227
6. Airline----Jet Airways

9/2/2014 11:51:06 AM

Response:
Apologized to caller for his experience and advised if a passenger has metal inside their body if going through the WTMD and an alarm sounds a patdown would be required to complete the screening process. Explained that is standard operating procedures and if the TSO was to pat down a sensitive area they should have offered him a private screening location and he could have requested at any time during the process. Explained to caller if someone has metal in their body they can request to go through the AIT if available at the terminal they are departing from, which may prevent them from having a patdown, not a guarantee because if an anomaly shows on the imaging a patdown may still be required.

Explained information will be provided to the CSM at EWR for review.

Explained to caller for future travel he can request a private location if a patdown is required.

Caller was at the airport on 8 16 14 at 6:00 a.m. He flew on Delta to Hawaii from LAX. There are no signs about wallets and belts being removed but he took off his shoes. He went through the scanner, he got a patdown because of his wallet. The officer took his wallet, held it in his hand, and he waved other people through and kept his wallet in his hand. He put the wallet in a bin with someone elses belongings. He asked for his badge number and a supervisor because he didn t know if he was trying to steal his wallet. They refused to give a badge number and they said that his name was (b)(6) The gate was right next to Delta airlines. The supervisor didn t give a phone number, all they gave was a form with the tsa website on it. He was average height and weight, in his 20 s. He said that he should have had him arrested for trying to steal his wallet. He has left a message with the CSM three times but no one has gotten back with him. He wants to speak to someone who is over the CSM.

Advised caller:

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.

9/2/2014 12:14:28 PM

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.

I told him that we do not have any phone numbers. I could give him the mailing address, but that is all we have.

Escalation Notes (b)(6)

The caller wants to know if there is someone over the CSM at the LAX airport that handles complaints other than a manager. I explained to the caller that if there is a complaint the passenger calls the TCC then we forward the information to the CSM to investigate the claim. The caller then asked what happens if he has a complaint about the CSM and I responded he would have to call the TCC and we would forward it to the apporpriate office. The caller hung up.

To Whom This May Concern.

I travel on an average of 1-2 per week for business. I am a very professional female in my 30's. I understand and always abide TSA rules and regulations as I have been traveling for business over 6 years now.

This is why I felt compelled to write a message regarding my most recent trip through O'Hare just this morning.

I was wearing a vest over a sheer blouse. Before entering the x-Ray (which I have been told in the past, if I don't wish to remove my blazer or vest, I don't need to), the male TSA agent informed me that I must remove my vest. I let him know that I felt uncomfortable as I have a sheer blouse underneath. He smirked and said, well you will be patted down all over and that it could "take a long time".

9/2/2014 12:20:44 PM

I was 10 minutes out from my boarding time, so reluctantly I removed my vest, and went out of the x-Ray, to place my vest on the belt. As I walked out of the x-Ray, I heard the TSA agent tell another, check her bag. As I exited the x-Ray, I still received a full-body pat down!!! Even after removing my vest!

I was outraged! I wish the TSA would treat people with the courtesy and respect we deserve. We are professional business travelers!!! I wish someone would tell these agents who seem to think they have so much power... And I have to even question if some even have a high school diploma.

As a woman, I am offended. As an American, I am offended. I wish the TSA would treat people that comply with their rules with more respect and not like we are puppets.

Thank you.

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 9/2/2014 11:10:22 AM Airport : DEN - Denver International Date/Time of Travel : 09/02/2014 8:15 AM Airline & Flight Number : Southwest 1900 Checkpoint/Area of Airport :
TSA Employee: (If Known) : Officer (b)(6) Comment : I am currently 8 months pregnant and have been advised my doctor to avoid being near any unnecessary radiation, specifically to avoid both the standard issue scanner as well as to avoid standing near the baggage x-ray machine. When I asked to opt for a pat-down, the officer manning the scanner asked that I wait immediately next to the baggage x-ray scanner. I stepped to the other side of the line - out of the way - because I am not comfortable standing immediately next to the x-ray machine during my pregnancy. Officer (b)(6) was bringing trays back and told me very rudely to move back over next to the x-ray machine. When I explained I wasn't comfortable with that, but that I was happy to make sure I was out of the way, she told me that was 'ridiculous', 'in my own little world,' and said, 'get through the gate.' I didn't understand what she meant, and she said, 'I'll do the pat-down, let's get this over with.' (Verbatim).

9/2/2014 12:21:15 PM

I followed her over to an area near my luggage, although she did leave my luggage in the pick up area instead of moving it over to the screening area. Before she began the patdown, she confronted me about why I didn't want to go through the scanner, and started to explain that there are other sources of radiation - basically trying to coerce me into using the scanner. I told her I wasn't comfortable with the scanner and that my understanding is that it is my right, as any passenger, but especially as one with a medical condition (pregnancy) and a doctor's advisement against it, to opt out of the scanner. She continued the confrontation saying, "What, am I not allowed to give you information since you clearly don't have any?" She paraphrased the necessary pat-down verbal rundown, in a rude tone of voice and then proceeded to do the pat-down in an extremely invasive, and borderline physically painful manner. I travel every couple weeks, so throughout my pregnancy have had many pat-downs from TSA officers and have always had extremely respectful, polite experiences, but this was both physically and verbally uncomfortable, and borderline abusive.
When she finished the pat-down she went to check her hands and just never returned. Eventually she did walked by and just yelled 'you're done.'

I am extremely upset, feel disrespected, violated and ridiculed and want a response from TSA about what they plan to do in response to this and how they plan to deal with Officer (b)(6) specifically. I am happy to provide more information at any point.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/2/2014 2:22:53 PM

You officer (b)(6), was aggressive with me as I exercised my right to complain about the obnoxious pat-down procedure. He recognized me as a frequent traveler and then targeted me with an aggressive response to my comments. I did not say anything about him but questioned the logic of my knee setting off a metal detector and then checking me for explosives. I did not raise my voice I did not curse I just talked and was told to shut up, he escalated again buy calling over the deputy. I feel this was a targeted attack.
(b)(6)

9/2/2014 5:58:29 PM

Caller said he is upset and was at Denver Airport and that before 9 11 he wanted to be a pilot and he used to cherish airports and that 9 11 changed it. He said he was at the Denver checkpoint and a screener tried to speak to him and it is stressful and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screeing process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the ait machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the ait or private screening and he said he did not opt out of the ait machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of ait and asks for prviate screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screenr asked if he forgot to take anything out of his pocket but he did not tell him he was gong to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport emloyees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys dont believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to suponea the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint:CSM
Claims: Complaint

Airport:Denver
Airline: Southwest
Flight Number:2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm
Location:security checkpoint
Gate:C 39
Contact Information:he declined his phone #.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 9/2/2014 6:17:08 PM

9/2/2014 6:31:59 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight# UA1518 from SFO -> CLE, ~2pm on 8/28
Comments:I lost my wallet while traveling, and subsequently was subjected to an "advanced screening" while attempting to board my flight back home. Despite not being suspected of any crimes or doing anything remotely illegal, I had to re-pack my bags once the TSA agent dumped them onto a table and undergo a completely unwarranted "enhanced pat-down" which certainly looked, felt, and legally qualifies as sexual assault.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 9/2/2014 7:32:58 PM

9/2/2014 8:01:30 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alberquerque airport, 5:20pm, security check to B gates
Comments:Guy with red hair was a fucking dick. Railed on the entire time trying to belittle myself and my beliefs. Did a way too overzealous patdown. I feel violated as well as belittled. I have never encountered so rude an individual in my life, and to have him in a position of authority is a crime.

Director,

TSA Prescreened, AA Flt.1141, 8 am.

Since when are your agents allowed to "feel" my groin area and the crack of my buttocks?

Despite the fact that I told your agents that I have a hip replacement and card from my doctor to show this, I was sent through the screener at approx. 7:30 am in St. Louis at the C concourse. I requested the "body scanner" to no avail.

9/3/2014 12:29:44 PM

The screener went off, as I expected, and they insisted I go to your agent where she insisted on rubbing her hands on my groin and thighs, my breasts, and down the crack of my buttocks.

When I objected, she threatened that I go to a private room to have this down. My flight was in 25 minutes and I endured her "groping" in order to get to my flight.
I do not have her name. only that she was tall, light hair, and spoke with a type of Russian accent.

She put me through intense humiliation as other passengers watched. Review your tapes, find out who she is immediately!

I insist that you contact me at (b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Other
Current Date/Time : 9/3/2014 1:50:47 PM
Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/02/2014 8:30 AM Airline & Flight Number : 718 Checkpoint/Area of Airport :

9/3/2014 2:15:30 PM

TSA Employee: (If Known) :
Comment : I would like to know why my rhinestone shirt warranted a TSA agent to grope me at the airport. This is totally unacceptable. Does the TSA expect the people of this country to pay for this?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Ema(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear Sir or Madame:

I would like to request an investigation into the most egregious, invasive, abusive, humiliating, intimidating "pat down" I have ever received in my travels.

Last Wednesday, Aug. 27, my husband and I left Atlanta to go to Russia. Our flight from Atlanta was delayed and as a result we were late arriving into JFK and were concerned we were going to miss our connection to Moscow.

My husband has trouble walking long distances, so we requested a wheelchair and assistant to push him. We both had TSA precheck, but there was no precheck line at the security entrance closest to our gate, and we did not have time to search it out. I believe this was Terminal 4, as we were flying Delta / Aeroflot.

I routinely avoid the body scanners and opt for the pat down. I am familiar with what is involved - how long it takes - and try to allow enough time so that I am not rushed. I dress and behave in a polite, professional manner because I understand that is the best way to get through the process quickly and painlessly. On that day I wore a casual cotton top with v-neck and 3/4 sleeves, black pants with no belt, pockets or decoration, slip on black shoes and black pants socks. There was absolutely nowhere to hide anything and certainly nothing suspicious that would require the level of search I was subjected to.

9/3/2014 6:08:32 PM

We arrived at security at 630p -- the same time our plane was supposed to be boarding. I waited as instructed for the 'female assist'. When the agent appeared she moved as slowly as possible and displayed an attitude of couldn't-care-less. Totally unconcerned about anyone. Bored. Unprofessional. She ordered me to inch this way and that way, and then began to tell me in the slowest, most drawn-out manner possible what was involved. (Name was (b)(6) or something similar -- (b)(6) ??).

I told her -- as I do with many agents -- that I've been through it many times before, I know what is involved, and could we please move along quickly because my flight was boarding. She continued to drag out the explanation and finally began the "pat down". As it progressed, my breasts were groped and squeezed, fingers were run under my bra, my underwear was pulled up into my behind and even my socks were tugged on. The most horrifying part of it was when she forced her hand and fingers up into my genitals two or three times. All of this in a public area in full view of crowds of people passing by.

As you might imagine I became quite upset with this and told her it was not a pat down but a sexual assault.

When she finally finished I said I wanted to see a supervisor and get a card to complain. She shrugged her shoulders and walked off. A woman who supposedly was a supervisor appeared and again was less than interested -- her response was a dismissive "you chose the pat down." I told her in no uncertain terms it was not a pat down but a sexual assault and I wanted to file a complaint. (b)(6) fumbled around for two or three minutes pretending to look for the cards, which she repeatedly claimed she could not find.

At this point I was extremely distressed that we would miss our flight and said to forget about it. My husband, who had been watching the entire process, told her we were not leaving without the complaint card, at which time (b)(6) somehow noticed the stack of them in plain sight at the front of the shelf and gave me one. She then wanted to know my name and flight, which I interpreted as further attempts to intimidate me.

I am still outraged beyond words by the treatment of your agent. My husband and I are 63 years old. We are well-known and respected internationally. We are in no way suspicious characters.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Paris
Zipcode: 75017

9/4/2014 8:35:20 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? Yes
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
John F. Kennedy International Airport

Caller:
9/4/2014 9:57:44 AM

Traveling with her mother that has a knee replacement. Her mother is 78 years old and went through a patdown last year. Is there a way that they can show a physician s note or a way to prevent that patdown from occurring again?

Advised Caller:
If her mother alarms an AIT or WTMD, then she will need to undergo a patdown. A note can help the officers understand what her condition is but it will not exempt screening.

9/4/2014 2:08:13 PM

Security at Newark Liberty Terminal A (American) was horrible. The TSA Pre line was closed and we received useless 'expedited boarding'cards which didn't save any time. After requesting a pat down for my insulin pump, I was repeatedly questioned and harassed about it. The female assist took forever to come over because she 'didn't hear the guy call her'. This site is an embarrassment to TSA and far worse than other airports. Please improve the quality, thanks.

9/4/2014 2:09:28 PM

The callers wife came to their house on Cape Cod from TX. She brought the cats with them. They called the TCC in advance to verify how to bring the cats and they were told they could leave them in the carrier instead of having to remove them from carrier. They were concerned about escape so they asked if they can leave them in the carriers and he was told yes. They told the TSA person at the departure airport this and the TSO told him that this is wrong information and they had to take them out of the carrier. One cat scratched and clawed and almost got away. They are now getting ready to go back to TX and they want to know the policy about taking the cats again.

I advised the caller that if a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

I advised the caller that he may want to contact the CSM at the departure airport in advance of travel on the 25th and he said that he left them a message but has not heard back yet.

I asked the caller if he would like an email of this information for his records and he said yes (b)(6)

Disability Description: Caller has knee implants, is in a wheelchair, has one leg 2 inches shorter than the other, and recently had surgery on her rectum.

Response Details: Advised caller that based on her complaint that a patdown for a passenger with documentation being discrimination as well as her failure to accommodate complaint because her shoes with the orthodic, were taken away and she was being expected to walk, she should make her complaint in writing to make it formal. Advised caller that I will email her some instructions on how to do this. I will also forward the complaint to the DMD to make them aware of this as well.

As far as the rude screener and patdown complaints, I will forward these to the CSM at PHX to make them aware of this.

I apologized that she was not satisfied with her screening experience.

I called her back at 2:37 p.m. and advised her that we have PSS at the airports now to help passengers when needed. In the future, she can ask for them at the checkpoint or she can call us 72 hours before the flight to make arrangements for them to help her prior to the flight.

Sent email.

9/4/2014 2:20:36 PM

Incident Details: She is used to being patted down and accepts this, even though she doesn t agree with it. She feels that when a passenger has a card for the metal implants and a letter from the doctor validating the metal implants, they should not be patted down. She says that she feels this is discriminating against people with metal implants. She says that she was receiving her patdown in the wheelchair and normally they go up her to her thigh, but this particular agent was grabbing her crotch. She says that every time she would grab her crotch she would jump. She says that she wasn t doing this intentionally. She says it was just instinct.

She says this happened over and over until the officer doing the patdown called for a supervisor. The officer told the supervisor that the passenger was not letting her do the patdown. The passenger said she was, it was just instinct that she jumped when her crotch was grabbed. The supervisor was more obnoxious than the officer doing the patdown. He told the passenger that she could not go through security because she was not letting the officer pat her down. She says that at this point her husband got angry. They tried to explain again that this was just instinct.

She says that the supervisor said he was calling the police. She told him he was giving her heart palpitations. She said she was crying and just said she wanted to just get on the plane and go home. She says that the supervisor was snooty and said that he made a remark that now she said he was giving her heart palpitations. She says that the two police officers came over and she told them that she has been married for 37 years and her husband is the only person how has ever been in that region and that is why it is instinct to jump.

She says that the police officer was sympathetic to her issues. She says that during the screening process, she informed the officer that she had an orthodic in her shoe because one leg is 2 inches shorter than the other. They had her take off her shoes and then took the shoes away from her. She told them that she cannot walk without the orthodic unless someone holds her hand. She says that she normally an officer holds her hand and helps her walk through screening while her shoes go through screening. She says that she had surgery on her rectum a week before she traveled to Arizona, so this area was sensitive. She said that the officer had her hands in her rectum as well, so this was causing her discomfort. She says that she has never experienced such intimidation and embarrassment as she did yesterday. She says that other passengers were even asking why they were intimidating this poor woman. She says that later she was sitting in the JetBlue terminal crying and a guy came over and asked her what was wrong. She explained it to him and he told her that he would take her to speak with a supervisor. She says that she thought it was going to be a different supervisor, but it was the same one. He said She is the one I ve been talking about, which told the caller that he has been gossiping about her. The caller was very upset about the entire situation. She was unable to get the female officer s name, but the supervisor s name was (b)(6) number (b)(6) A
Caller has a concern that requires attention, his 15 yr. old daughter just boarded a plane and he raised her not to go through the AIT, and stated she was not given the option for alternative screening.
What makes him uncomfortable is the machines take an image of the body, it s almost pornography and he has seen images previously.
Caller stated she asked not to go through the AIT and was told to get in line and as a 15 yr. old she didn t want to cause a problem. (Stated he hasn t confirmed that she requested not to go through and was denied).

9/4/2014 3:54:11 PM

Response:
Explained to caller signs are posted at each AIT location advising passenger they have the right to opt out of the AIT screening, if opting out a patdown will be required.
In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports.
This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Provided to caller via email.
Hello,

I wanted to complain about inappropriate touching during a search in the Reno Airport.

On 2 September (Tuesday) 2014, I was flying out of the Reno airport. I kept setting off the metal detectors, probably because of my bracelets. I wanted to take them off, but ended up getting a patdown.

9/4/2014 4:15:43 PM

The TSA Agent (b)(6) (I believe I wrote that down correctly) gave me a very thorough patdown, including pushing her hands against and in between my labia. I jumped the first time she did it, startled and VERY uncomfortable. If this happened elsewhere with a stranger, I would have called it sexual assault. When she did it again, I said, "Don't touch me there." She told me she had to put her hands on my upper thighs. "That wasn't my upper thighs."

If the goal of the TSA is to have their officers spread women's labia and put their hands in between labia walls and between the labia and the thigh, that is not okay for a normal security process. Not at all. That is sexual assault.

This officer needs re-training.

Best,
(b)(6)

(b)(6)
(b)(6)
Rockville, MD 20853
(b)(6)

September 4, 2014

9/4/2014 6:09:59 PM

To Whom It May Concern:

I want to bring to your attention a recent experience at Albuquerque International Sunport that I believe is inconsistent with Transportation Security Administration (TSA) policies and discriminatory against passengers with disabilities.

As you may be aware, a growing number of individuals with severe allergies to food (such as peanuts) must carry injectable epinephrine (sold under the brand name EpiPen) with them at all times to prevent a possible life-threatening allergic reaction known as anaphylaxis, which can cause difficulty breathing and death within a matter of minutes. It is especially important for such allergic individuals to have an EpiPen with them while flying, given the common practice of serving peanuts as an in-flight snack. The manufacturer of EpiPen recommends against putting the medication through X-rays at the airport as this may reduce the effectiveness of the medication. TSA policy allows passengers to request a visual inspection of EpiPens. I have flown with EpiPens many times and, consistent with TSA policy, have always requested a visual inspection of my EpiPens at the security checkpoint without incident. In each case, my EpiPens have been screened for explosive residue and promptly returned to me.

To Whom it May Concern:

I am writing to complain about a pat down search of my wife on 09/02/2014 at Denver International Airport. For some reason my wife was singled out. She was patted down and all of her luggage was searched. A bottle of soap and a key were confiscated.

During the pat down the agent touched her breasts and genital area. If I touched anyone in this matter at my work, I would be disciplined and not surprized if I were fired. The agent patted her down in simply a business like matter, she offered no sense of understanding that she was about to touch my wife in a manner that no one else is allowed to do. Just business as normal. I was seething with anger. The agent protested when I vedio taped the search. I did not stop the recording.

9/4/2014 6:10:28 PM

My wife had no choice but to endure the search. The other choice would be to leave the airport and miss our flight.

My wife is not a terriorist. She is not an enemy of the state. I resent the search and the confiscation of nonthreatening items. I would like the items returned.

When I attempted to send an e mail by the tsa.org web site, I was asked to submit my e mail address and the password for my e mail. I did not. This is simply more invasion of privacy. Really? TSA wants my e mail address and password? Why? I protest and I want the policy changed. I suggest profiling those who are a true threat to all of us, young Arab looking men.

(b)(6)

Submitted on Friday, September 5, 2014 - 01:00 Submitted by anonymous user: 165.254.127.251 Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Personal Security: Not to be injured or abused Personal Liberty: To move freely. To be secure in one s person, house, papers, vehicle, and effects against unreasonable searches and seizures.

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

9/5/2014 8:45:16 AM

First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Alexandria
State: Virginia
Zip Code (Post Code): 22304
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 09 03 2014
Where did this happen? MICHIGAN - DTW - Detroit Metropolitan
Wayne County
What happened? I was going through the regular TSA security check
point (not Pre-check) located to the right of the Delta check in

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

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Remote Client IP: (b)(6)
Date Time: 9/5/2014 10:02:28 AM

9/5/2014 10:18:19 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:TSA Security checkpoint at Honolulu International Airport -Location at Right side of American Airline counter. I asked TSA if I can opt out of Body scanner screen.The supervisor was very rude,upset and angry.He keeps telling me that I opted out of scanner and where are my belongings.I complied with all the instructions.I felt that I did someting wrong.The person that did the fully body pat down was professional.The incident happened on 9/3/14 at around 3:00pm to 4pm approximately.I did not understand why the TSA was upset and mad.I was with my family,wife and 2 children abd they were upset with the incident.
I was traveling thru Houston TSA and I am a PRE TSA travel which give me the option of less TSA interaction.

On Thursday night about 5:30 PM I was in line and a man came thru a head of me and stated he was a PRE TSA traveler and the lady TSA person let him go thru the metal detector, I got there with the same situation, I was told I had to go thru the body scanner…. I then opted out for the pat-down…. After going thru the Pat-Down I ask to speak to the supervisor on duty. I tried to explain to the supervisor what happen he was very rude and controlling, not to mention disrespectful. He did not provide me with any information pertaining my situation. Just told me he makes the rule and the body scanner was calibrating…. Fully taking a position without getting the fact.

9/5/2014 10:19:26 AM

I believe TSA should really consider is this guy supervisor material.

(b)(6)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov
HYPERLINK (b)(6)

September 5, 2014

Dear TSA Administration:

I just got back from the Lambert-St. Louis Airport after seeing my wife off to Kansas City. The date is September 5, 2014 about 9:00am. I had not been to the Airport for at least 6 months but I noticed an addition to the TSA strategy in screening passengers.

9/5/2014 2:12:03 PM

I definitely agree that passengers have to been screened to keep our skies safe. There must be precautions to ensure that our passengers are safe. I placed all of my objects of metal like my watch, coins, and wallet on the plastic buckets for them to be examined by the machine. I walked into the big machine with the yellow feet. I put my arms over my head as directed by the TSA guard. However, I was the victim of a body pat down of my left leg after I left the machine. I asked the TSA Guard why this was happening. He directed my attention to a screen with three yellow squares that were located along a picture of my left leg. I told him I didn't have any metal in those areas and he responded that the machine wasn't checking for metal. Afterwards, I asked questions of a female TSA Guard sitting at the end of the passenger inspection line. She said that the machine is detecting sweat, or a folded pocket or possibly a button in my pocket. My question is "Where do you define the line of excessive intrusion into a citizen's privacy?"

Let's say that my penis discharged fluid into my underpants, would the TSA Guard pat down my genitals or possibly have me disrobe in front of other TSA Guards? It seems that TSA security strategy has increased intrusion into the privacy of citizens. I realize that certain security measures decrease the risk of harming our air borne citizens, but at what point do you stop intruding into the privacy of citizens in the screening process?

Sincerely,

(b)(6)

9/5/2014 3:04:55 PM

Caller states she departed CID . She said she had diabetic supplies and liquid boost glucose control liquid and the agent ask her for her Igas and caller said the agent told her she has to open them, and caller said no, so she had to endure a patdown. She said she was not happy with the agents they were rude and disrespectful and they should not have to open a liquid because it would be ruined after that. She states she is a good woman and not a criminal and they should know that. She said she spoke to a director named (b)(and he just told her the agents were just doing their jobs.

Apologized to caller and told her Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening which could include bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. The TSO will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

She yelled at me and said I want to speak to your director. Gave call over to (b)(6)

Caller is very upset her items in her luggage were in a disarray and her $200 inhaler was broken. Her work files and hard drives are missing with confidential information and says her patdown was invasive.
caller says she has contacted the airline and is also going to file a claim with Delta.

Told caller I would send the claims cover letter and form and in the cover letter are instructions and if she has further questions on how to fill the form out to call the number on the cover letter. Told caller i would email the forms and she could receive the within 24 hours and she has up to 2 years to file the claim but we recommend to do t as soon as she receives the forms so a investigation can start . Told caller i needed information in case the CSM had to contact her and I would send the information to the CSM.

9/6/2014 9:31:14 AM

CSM
Airport: Lincoln Nebraska
Airline: Delta
Flight#: 5180
Date and Time: 9-3-14 6:00am
Terminal Gate: Terminal 1
Bag tag: NA
NOI: Yes
Description: Black bag with brown trim it had a band on the handel.
Contact: (b)(6)

Caller said he had a issue going through security in Charleston SC. He said his wife is pregnant. He said he wanted to decline the screening and his wife requested the patdown. He said one of the TSOs gave his wife a hard time. He said it happened a half an hour ago. He said he did not get the TSOs name. She was wearing a hearing aide and had light brown dyed hair. He said she was in her 50s. He said there was a line and he understands that the agent was trying to expedite the line. He said the TSOs reaction was that she should find another agent to help her. He said the machine was the WTMD. He said it was not appropriate for the agent to determine if his wife should get a patdown. He said he would like to report this but he did not want to be contacted. He said he realizes the radiation dosage is very low now but he it was their right to request a patdown.

9/6/2014 9:32:46 AM RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. This will get referred to the CSM today but they are not there on the weekend. You are correct that you have a right to request a patdown. Advised that TSA does track trends to see if a particular incident continues to occur.

Date and Time of Flight: Sept 6th, 2014 Happened at 9:00 a.m. Flight scheduled to depart at 10:30 a.m.
Gate or Terminal: Gate A 5
Airline: United
Flight Number: 4111
Airport: Charleston
Submitted on Saturday, September 6, 2014 - 16:55 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: PO box 140
City: Noatak
State: Alaska
Zip Code (Post Code): 99761
Other:
Email: (b)(6)

9/6/2014 5:24:39 PM

==Incident Information==
When did this happen? 09 03 2014
Where did this happen? ALASKA - OTZ - Ralph Wien Memorial
What happened? I wear a lock brace because of a surgery. I required a pat down because of the metal detector. This in itself isn t the issue. While being search the tsa agent rubbed my butt, checked my waste band and touch my skin while doing so, lastly the agent rubbed his hand over my genitalia, this was a terrible experience and feel that no tsa agent should be allowed to touch another persons private parts.
Who treated you unfairly? An older gentle man, heavy set, at kotzebue airport before the evening jet. Highly invasive search.
List anyone else who may have seen or heard what happened? Louisa Hostetter
Is there any other information you want us to know about or

Caller:
Caller s sister (b)(6), flew from LAS to LAX yesterday with Southwest. She has tried calling the CSM but is getting a voicemail. Her brother in law (b)(6) is in a wheelchair. He is not a US citizen. He is Israeli. He was given a patdown. He is now missing a small prayer book. His pants were pulled down with his underwear. They were not told was not happening as he had the patdown. His brother is also diabled and was with them. He was given a patdown by a different TSO and was treated much better.

Cell phone: (b)(6)
Email: (b)(6)
Airport: LAS
Airline: Southwest
9/7/2014 Flight #: N A
12:16:35 Date and time: 09 06 14 at 1:30 p.m. They went through security at around 10:30 a.m.
PM Location: Gate C

Response:
McCarran International Airport
702-261-5134

Name: (b)(6)
Phone:

I told her I would forward the complaint and flight information to the CSM at LAS. I verified the CSM phone number with her and told her to try and call her tomorrow between 8 and 5.
Caller stated that always when traveling get a ssss in his boarding pass. Caller wanted to know what he can do about this situacion. Caller wanted to complaint about the patdown at MIA, he stated that it was totally abusive everybody was watching him. Caller wanted to complaint about the treatment received at MIA, he stated that was discrimination against Latin people, Haitians and Arabians. He does not have time to fill out forms and he will appreciate if we can send a report to CSM at MIA.

I advised the caller
The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
9/8/2014
9:54:35 For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.
AM Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document.

TSA regrets if this was not your experience.
Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Caller is 70 years old and she started getting TSA precheck. Caller stated that the last three times she flew from SMF on Alaska airlines they tested her hands for something and told her it was random because she never enrolled for the Precheck benefits. Caller stated that she has been getting precheck on a rather consistent basis with multiple airlines and she has never enrolled. Caller is wanting to be removed form the precheck list. Caller stated that it is causing her more problems than good. Caller was told by one of the agents that she could mark TSA precheck out and go through the regular lane but she thinks that is to much hassle she just wants her name taken off the list.

Advised caller:
9/8/2014
12:07:28 The most familiar of TSA's risk-based initiatives, TSA Precheck, allows TSA to identify low-risk passengers for expedited screening. There is not way to take your name off of a precheck list. That information is submitted to TSA when you book a flight
PM and if they consider you to be low risk they could direct you to the precheck lane but there is usually no consistency to this. There is no way to keep your name from being selected. If you don't want to use the lane you could just go to the normal lane. Caller asked to speak to my supervisor so he can take her name off of the list.

(b)(6) Notes: She thinks she is getting extra screening because she is being selected for Precheck. Someone told her to cross the Precheck off her boarding pass cause it was causing her extra screening. She is really confused on exactly what she is doing and it will be hard to take notes. First she is getting a Patdown in Europe then it is at TSA, then she is going through AIT then it isn't AIT. She says she wasn't going to accept Precheck and I said that was her decision. I told her out of 10,000 calls a month she is the only one who is getting extra screening because of Precheck.

Submitted on Monday, September 8, 2014 - 12:59 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Fifth Amendment - Due Process
- Profiling
- Race Ethnicity
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: san jose
State: California
Zip Code (Post Code): 95155
Other:
Email: (b)(6)

9/8/2014 2:22:19 PM

==Incident Information==
When did this happen? 08 28 2014
Where did this happen? CALIFORNIA - SJC - San Jose
International
What happened?
i was at the screening line and opted out as i do not wish to go through the millimeter wave detector, so my only option as i was traveling alone was to go though the illegal pat down process. i don t understand why when i am accused of no crime, and i am not

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30
Aiport:Burlington Vermont.
Gate Terminal: Gate 3

9/8/2014 2:43:56 PM

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and them review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesnt have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do no want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

9/8/2014 5:08:30 PM

Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented 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 help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Dear Sirs,

I flew with my father August 29, 2014 from Panama City, Fl and September 6, 2014 from Ft. Lauderdale, Fl. He had a defibrillator implanted last year and was instructed by his physician to have a pat-down and to not be screened with imaging or metal detectors, ever. My father was given a card to show the TSA employee prior to screening, which he did. Both airports gave him a hard time, telling him to go through the Imaging Machine because it is safe. This made my father nervous and upset because of what his Cardiologist instructed him to do.
I had to step in and tell them again that he wants a pat-down because of his device and doctors orders. It was clear that at both airports, the employees were "put off" that they now had to do extra work because a passenger did not want to be screened by any of the machines.

Your website states that TSA has no evidence that screening by imaging technology will affect such devices.
Why are your employees telling passengers that they are safe when there is no evidence?
It is wrong of the employees to lie when someone health is at risk or any time for that matter!

9/8/2014 6:07:45 PM

My father will be flying again soon and I sincerely hope that when he requests a pat-down, there will be nothing more said and his request granted.

Please see to it that the TSA employees respect the requests of passengers, especially when they are already uncomfortable with medical issues and trying to follow their doctors instruction.

Thank you for your time,

(b)(6)

Springfield, Oh 45506

Travelers with Disabilities and Medical Conditions

From (b)(6)
Sent: Tuesday, September 09, 2014 8:15 AM
To: TSAExternalCompliance
Subject: Complaint against TSA - Washington

Dear Sir Madam,

Please find attached a formal complaint (4 pages) that I wish to be investigated. I am happy to furnish any additional information you may require

Yours sincerely,

9/9/2014 10:09:24 AM

(b)(6)

Tel # HYPERLIN (b)(6)

Attachment:
September 9, 2014

Multicultural Branch,
Office of Civil Rights Liberties,
Ombudsman and Traveler Engagement,
Transportation Security Administration,
701South12th Street,
Arlington, VA 20598-6006

Dear Sir Madam,

9/9/2014 12:26:53 PM

Caller had an bad experience with a TSO when she was at MSP flying back to Denver. Caller stated that he was a TSO male agent he may be 45 to 50 years old with brown hair and glasses, he was also maybe about 5 10. Caller stated that as she was going through the screening the male TSO ask her if she had removed all the metal from her person, she told him that she had but she had metal in her knees. He then told her to walk on through and the alarm went off, the male TSO proceeded to yell at her to go back through again. She again told him that she had metal in her knees, the TSO yelled at her again to go on through, once she went through again she alarmed again. Caller told the male TSO again that she had metal in her knees and that is why it is alarming, he then screamed at her to go behind that curtain to have additional screening. Caller state that the women that did her patdown was very professional and polite. Her issue is with the male TSO that kept yelling at her and being rude to her the entire time that she was being screened. Caller stated that she has Leukemia and uses a cane and he should not treat disabled people that way that he is treating them and he needs to be corrected for what he is doing. Caller said that she was by the Delta Terminal when this happened.

Told caller that The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Also told caller that we do monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Told caller that I would forward this information to the CSM at MSP to let them be aware of the situation.

Caller had flown recently out of Tampa and she was standing in the line at the gate to get on the plane. The TSA started screening some passengers in the line and took her to a private room and patted her down and searched her purse. She had Tiger Balm and lotions on her arm. They told her it wasn t their fault if she missed her flight. The machine picked up the lotion and they thought it was explosives. They wouldn t let her carry her purse and searched through it. They screened 9 other people and they didn t explain to her what was going on. They were rude and the whole incident was wrong and ridiculous. They didn t bother doing an explosive check when she went through the checkpoint.

Advised:

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.

9/9/2014 3:09:06 PM

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

Let me get some information and I will forward this to the CSM at the airport.

Airport where the incident occurred: Tampa
Airline: Southwest
Flight numbers: 1029
Date and time of incident: September 4, 2014, 150 pm
What terminal or gate? Terminal C
Individual s contact information email
(b)(6)

---- Forwarded message from (b)(6)
Date: Wed, 10 Sep 2014 10:42:45 -0400
From (b)(6)
Reply-To (b)(6)
Subject: pat down of senior citizen
To: TSA-ContactCenter@tsa.dhs.gov

Dear Sir or Madam,

9/10/2014 12:07:49 PM

I am a RN with the town of Westborough, Ma and had a very upset elderly client approach me about how she was treated by TSA preflight. She is a diabetic on insulin and according to my client, she was told she had to be patted down because she was carrying "liquids". The liquids were her insulin which is prescribed for her.She had a note from her doctor stating he was treating her for diabetes and that she had prescriptions for insulin and syringes. She stated she gave the note to the agent but it was ignored and was told it didn't matter, she had to be patted down. She was so upset by this that she said she would never travel again. I have a copy of your "Travelers with Disabilites and Medical Conditions" and nothing is mentioned about anyone carrying insulin having to be patted down. I am anxious to hear your reply as to why this occurred and if this is your usual practice. If this is standard practice, then it needs to be documented on your travelers info site.

Thank you,
(b)(6)

---- End forwarded message ----

Disability Description: Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general.

9/10/2014 2:11:22 PM

Information Request: Caller feels like she has been discriminated against based on her disabilities. Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general. Caller is wanting to file a complaint so they can adapt her screening so she will not have to get a paldown. Caller has talked to TSA Cares and the CSM at PHL Elena Kemp. Caller stated that they don't change their gloves unless asked and then they don't have to do it, and if they don't they refer the situation to a Supervisor. Caller is up set because they may adjustments for religious reasons and will use the hand held metal detector when they are wearing a complicated head wrap. Caller wanted to speak to someone above me that could help her with her issue.

Response Details: Advised caller generally they will change the gloves upon request. I cant guarantee they will but they usually do. Every passenger has to be screened that pass through the checkpoint. Even a person wearing a complicated head wrap will receive a patdown even if they use the handheld metal detector. You can not file a disability discrimination complaint until you have flown. They are trained if you have painful areas of the body to excise caution and adapt the procedure to be a painless as possible. Once you have flown and you have had issues then we can file the complaint but until you have flown there is nothing that we can do. Supervisor took over call.

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

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Remote Client IP (b)(6)
Date Time: 9/10/2014 1:14:36 PM

9/10/2014 3:23:03 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight US 772, Puerto Rico airport, Sept 10
Comments:ETD swabs being reused creating potential health issues. The screener only had two swabs, alternating between each for each passenger. When questioned why new swabs were not being used each time, he said they don't do that. This creates a health issue. I experienced the same practice in Seattle airport a few months ago.
Hello- I recently traveled from CMH-DCA-CMH and both times was subjected to the AIT scanner. Being 6 months pregnant I opted out per my OBGYN and their practice. They strictly say DO NOT go through the machine. Their reasoning is their has not been enough studies to show that it is safe for a fetus let alone any person. When I told the TSA that I was opting out and why I was they had no answer for me about how the technology was used or any information via paper form for me to read. I ask if you are going to subject people especially pregnant women to these scanners you need to provide information or at least train your agents so passengers can make an informed decision! I opted out obviously and was "patted" down both times. I understand this is part of their job. However both of which were uncomfortable for different reasons. In CMH Delta terminal the lady who was assigned my pat down reeked of smoke to which I smelled like it the rest of the day. Also when I turned around to collect my belongings there were no fewer than 4 TSA men staring in my direction (they only people in the security area were my husband and I) I can't be sure but I believe they were watching the entire time. I was not offered a private screening area, I even asked and their answer was it was under construction?!? I felt humiliated and violated after I realized these "gentlemen" were staring at a women patting down every inch of my body. These are your TSA agents hired to protect our country and keep us safe???
2nd experience...

9/10/2014 3:23:32 PM

On my way home in DCA Delta terminal I asked for answers again about this machine or some sort of pamphlet to which they had none or couldn't answer my questions as to whether it is safe or not. I was patted down again to which already going through the process and knowing what to expect the lady never told me what she was doing before she would touch me. She also DID NOT use the back of her hands while touching my buttocks, breasts, or the inside of my thighs. Which I believe is a violation of my rights. NO one should be made to feel that way after a pat down! I would like to know what the proper procedure is and also information on the AIT and what all it entails.
Thank you in advance for your timely response.
(b)(6)
Columbus, OH
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : TSA Pre?™ : Disability or Medical Condition Current Date/Time : 9/10/2014 2:22:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/10/2014 3:24:09 PM

Comment : Hello. I am in a wheelchair and while I appreciate the need to have a pat down, there are many occasions when it becomes excessive especially for a trusted traveler that has TSE Precheck like myself.
First off, I don't need to hear the entire speech of what they are going to do in advance. I've been through it hundreds of times. If I tell them to please just proceed, they should do so and not have to tell me it's protocol to inform me of the whole procedure in advance. Secondly, if I am Precheck, certainly there should be an expedited search process even for a wheelchair. That is the whole point. Ideally, the new full body scan machines should be built to fit a wheelchair to avoid the unpleasant experience of being touched and patted by complete strangers some of which suffer from extreme halitosis. Yes, this happens often. I am grateful for some of the expeditious procedures but the pat down process is archaic and desperately needs improvement for Trusted Travellers.

I look forward to your response and appreciate any consideration you may give to these important issues.

Thank you
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/10/2014 12:20:13 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/08/2014 Airline & Flight Number : BA 296
Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :
Comment : Dear Sir/Madam,

I happened to travel from Chicago to London on 09/Sep 2014 along with my family (my wife and 2 year old toddler with medical condition of child bronchitis). During my travel I have experienced something abnormal with a TSA officers behaviour which I would like to share with you to ensure that this officer's behaviour doesn't jeopardize the security of fellow passengers safety.

Since I was travelling with a small child with a medical condition it was necessary for me to carry a substantial amount of food and medicine with us on the carry on luggage.

We were advised by one of the TSA staff that we would receive a pat down search and a further screening of the carry on luggage. As I do share the same principle of TSA's safety measures we go down to the business of pat down search and whilst the officer took swab's samples from the carry on luggage. Once a male officer tooks the swab sample and let us allow to pack our belongings back into the carry on luggage. Within few seconds we were approached by a female officer by the name (b)(6) (not sure the name is correct) told us to pack as quick as possible. I politely told her that we have been just told repack by one of your fellow officer and it takes some time to pack and also mentioned that we want the medication to be readily available as and when its needed so a bit of organisation is needed. She responded very rudely that "I don't care clean up your trash as other passengers are waiting".

9/10/2014 3:24:49 PM

I did respond to her that "sorry madam, I am doing the packing as fast as I can and would like to make sure that I am not missing anything". She then responded with a statement along the lines of "Don't try to teach me, clean up the mess ASAP".

In my opinion the female officer's behaviour raises a few questions , could TSA clarify on how the officers are taught to treat the passengers belongings? I am sure classifying child's food and medications as TRASH and MESS is not acceptable in any language.

This female officer who has put us in such a hurry that caused a huge amount of stress we misplaced the passports and spent extra 20 mins to figure out the same.

I am a passenger who believes safety is a paramount while flying with families and I respect the TSA's commitment towards the same. It could have been less stressful if the officers are as cooperative as the passengers.

Thank you very much.

Warm regards,
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Hello, I would like to find out if there is anything I can do about flying without having to go through the full body scan. I an a large woman, and EVERY time I fly, the machine shows that there is something around the front and back of my knees, around my waistband, and sometimes my buttocks. This is very embarrassing, and I insist on going into a room to be patted down, but this happening every time I go through security is ridiculous! Last time the agents were particularly unpleasant, and this has made flying a dreaded experience for me and my husband. I have no problem going through the x-ray machine, having my bags rifled through, but this pat down thing EVERY SINGLE time I fly is very irritating. I don't think your TSA agents need to be such drill sargeants and treat people like we've done something wrong.

I called your 800 number, but it is impossible to get to a REAL person, so I write this today hoping I can find someone at TSA who cares about customer service and the frustration this issue is causing me. I have heard that there is some type of pre-screening for low risk travelers, and that should certainly be me. We are flying from Detroit to Orlando for the holidays this year, and it would be much more pleasant if I didn't have to be embarrassed by TSA agents groping me and wasting my time.

9/10/2014 4:25:55 PM

I welcome a return email at HYPERLINK (b)(6) I have worked at Michigan State University for 38 years) or a phone call at (b)(6) to help me find out if I could use some time of screening that will avoid the full body machine.

Many thanks,

(b)(6)

Fowlerville, MI 48836

Hello, I would like to find out if there is anything I can do about flying without having to go through the full body scan. I an a large woman, and EVERY time I fly, the machine shows that there is something around the front and back of my knees, around my waistband, and sometimes my buttocks. This is very embarrassing, and I insist on going into a room to be patted down, but this happening every time I go through security is ridiculous! Last time the agents were particularly unpleasant, and this has made flying a dreaded experience for me and my husband. I have no problem going through the x-ray machine, having my bags rifled through, but this pat down thing EVERY SINGLE time I fly is very irritating. I don't think your TSA agents need to be such drill sargeants and treat people like we've done something wrong.

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Many thanks,

(b)(6)

Fowlerville, MI 48836

I am a frequent traveller based out of Las Vegas. I have paid for the right to use Pre-Check as well as paid for Global Entry benefits. Your system is broken. I am getting picked for random "secondary screening" on a frequent basis. Meanwhile, you are allowing more non Pre-Check travellers to use that screening. Most of these people are not aware of the system and are constantly taking off shoes and removing laptops.
I will not enter the scanning machines so secondary screening requires a pat down which is counter to the program and time consuming for myself and TSA.

As a "trusted traveller", I should not be subjected to additional screening. At a minimum, your system should identify true "Pre-Check" participants and let those who paid for the privilege use the line.

I'm sure you feel this random screening is part of your security system. As I said, your system is broken. You should either honor the commitment made to use pre-check when it is paid for or refund the money.

(b)(6)

9/10/2014 6:06:00 PM

(b)(6)
Henderson, NV 89044

(b)(6)

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9/10/2014 8:02:56 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 9/10/2014 7:43:37 PM Airport : DEN - Denver International Date/Time of Travel : 09/10/2014 5:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : West - pre-check TSA Employee: (If Known) : (b)(6) Comment : I was traveling with my children and upon walking through the medal detector the TSA agent yells "random" with no further explanation or instruction. I start to walk towards my children when I am told to wait "there", presumably, where I was standing blocking the exit to the medal detector. I ask the female agent if she can complete the pat-down because I don't want to leave my children unattended. I'm told she can't abandon her post. I see a male TSA and ask him if he can do the pat-down. He says "I'm right here". Mind you he is on one side of the machinery and I'm on the other. I'm confused to say the least. That is when he commands me to put my hands on the machine. (I now understand is not a pat-down). I comply and he rubs my hands and walks away workout saying a word. I start to walk towardss the end of the machine in the same direction as the TSA guy. He barks back that I'm to stay there. I comply. He walks back and waves a hand at me; not looking at me directly nor speaking, but waving a hand at me. I ask am I dismissed. He replies you certainly are.
As I retrieve my bags and children I replied to him that he didn't have to be a jerk about it. His response was that I had an attitude since I started.
The male TSA "officer" was (b)(6) He should be reprimanded for his professionalism or lack thereof and reassigned away from people interactions.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 9/11/2014 7:08:40 AM

9/11/2014 8:32:26 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:7 May 2014 / I can understand when your screeners may have had a long shift at LAS and at LAX. However, they are screeners and not there to judge people who are going back home or going to a foreign country on a business trip. I left LAS 9:40 am but went through screen early so that I can be on time. At random, I was checked and asked why I was going to the Philippines. When I advised the agent it was to get married, I was given a dirty look. I dismissed this and took this as racist. I got the same attitude at LAX before my flight left 12:30 pm that same day.

11 June 2014 / As a service member, I ask for a pat down when in uniform and it appears that on this date, your staff was able to do this since this was a World Cup even with many going to Brazil. Your TSA staff in LAS and in LAX appear to be unwilling to do pat downs when they see any service member in uniform.
Just went through pre check screening at the BDL A gates. Also have an artificial hip. Pre check lanes are configured at this gate so there is no access to a full body scanner....so when my hip triggers the metal detector..... I once again ended up standing in my socks with my pants around my ankles getting a full body frisk

Mind you there are 4 full body scanners at this checkpoint but only one of them appeared manned way over on the non pre check side. Didn't matter as the pre check lanes run you all the way over to one side and the staff won't let you go across the 10 feet to the closest scanner. Although it wasn't manned, there were 5 folks milling around in the supervisor booth.

I complained to them and they reported they get the same complaint several times a day, have communicated it to Management but get no response

9/11/2014 12:11:12 PM

It would cost nothing to reconfigure the lanes but they apparently can't get permission. How about at least a wand at pre check instead of the full hands on pat down

I guess what really frosts my oats is that I paid $85 for my pre check and its a complete waste as I frequently fly this airport.

So....can you get this fixed or alternately can you send me back my waisted $85?

I've talked to the staff here the last 3 times through and they just shrug it off as being beyond their control to address. I'd like a response please. Either reply to this email or ring me up at (b)(6)

Thanks for listening
(b)(6)
Sent from my Verizon Wireless BlackBerry

9/11/2014 12:12:13 PM

Feedback Type : Compliment
Categories : Screening; TSA Pre?™
Current Date/Time : 9/11/2014 10:01:56 AM Airport : ANC - Anchorage International Date/Time of Travel : 9/11/2014 6:00 AM Airline & Flight Number : Alaska. #86 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Do you really want me to name this jerk ?
Comment : I travel about 35 flights a year . I have a replacement knee. At EVERY other airport across the country I will be escorted over to the scanner rather than the normal pat down . For the 3rd time in the last trips through Anchorage I am told that I must remove my belt, shoes , watch , etc . Rather than complain and then cause more issues I simply comply. Asking for a supervisor gets the smart ass answer " none available right now " . I told this jerk " I'll just go back over to the Pre Check and get a pat down ,he stated " that isn't going to happen " Lets clue Anchorage in , what do you say ?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Naperville il
Zipcode: 60564

9/11/2014 4:13:47 PM

Are you 18 or over? no
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
George Bush Intercontinental Airport

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : September 11, 2014
To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

9/12/2014 8:46:56 AM

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.
Would you like a response? : True
Caller is a rectal cancer survivor and has printed out a Notification Card. She flew in February and has a pH balanced cleansing cream that comes in an 8 oz tube. When she got to the screening checkpoint the officer told her that the tube tested positive for explosives and she had to go through a patdown screening and requested a private screening room and was not happy about going through this process. She is flying again out of Great Falls MT again and does not want to have the same experience. She has flown out of several airports and has never had an issue at the other airports its just at Great Falls that she has problems.

9/12/2014 9:58:59 AM

I advised her that we can forward a request for assistance for her to the CSM at Great Falls so they will be aware of her condition and that she is wanting to request assistance at the checkpoint so her screening will go smoothly. She will need to call us back when she gets her flight itinerary within 72 hours of her flight and we will be able to forward her request for assistance. When she gets to the checkpoint she will need to request a PSS and they will make sure her screening goes as smoothly as possible.

9/12/2014
12:13:43
PM

your saying might have to open the medicine is crap

once you open vials of liquid nebulizer medicine it is wasted

if you want to open and force me to waste my medicines since opened vials is not able to be saved and used later then you pay for new stuff

again -- opening albuterol nebulizer vials so you can test actual liquid wastes medicine and once opened must be used or go in trash

you want me to waste medicine need for asthma attacks then you pay for new stuff

albuterol nebulizer not even close to having bottle like cough syrup where just put the cap on and be ok

no way with nebulizer medicines --- albuterol not work like that

once opened must use or put in trash

there is no bottle cap for albuterol

here is actual picture of what nebulizer drug look like -- see no cap can take off and on at will

after you open the vial -- even to test liquid -- that is it -- not able to save it and use it later

again this is not like cough syrup where can open a bottle take some out and save the rest --- does not work like that

you waste my medicine you pay for new ones -- insurance says too bad for a full month even because you forced me to waste it

people need to get off the scripted crap and give real answers -- not send me copies of your web site

9/12/2014 12:15:32 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/12/2014 11:10:42 AM Airport : MCO - Orlando International Date/Time of Travel : 09/03/2014 7:30 AM Airline & Flight Number : AA 275 Checkpoint/Area of Airport : closest to AA gates TSA Employee: (If Known) : All got into the action Comment : Hello,

I am unfortunately writing about a terrible experience at Orlando International Airport.

Even though my boarding pass did not reflect that extra screening was needed, I was asked to do the patdown. I happen to be travelling with a Saudi national and believe I was targeted for that reason and being racially profiled as I received a well rehearsed speech about how things in America work and how in the TSA agent's home country (USA) worked differently than others. Needless to say, I was shocked at this as I was born and grew up in America. When I expressed that fact, he immediately got embarrassed as he had not checked my passport and defensive. That's when it all started to become even worse.

I offered no objection to going through the scanning device as I had already done that once. I was being intimidated and coerced into a patdown. After I expressed concern about the situation, they were grasping at straws thinking/consulting among themselves as to what rule or rules I may have broken. They even called local police who backed down after I pointed out that they were trying to intimidate me and scare me into an unreasonable search.

After initially being swabbed and results being negative, the results miraculously became positive as an excuse for more screening. Even the initial TSA supervisor was expressing her displeasure and was asking for the process to be finished quickly as understandably, I was becoming more annoyed by the minute and was asking for name and badge numbers, which they refused to provide me.

I do understand that security is the utmost concern of these officers. However, I do mind being singled out because of my appearance (I happen to be wearing casual clothes and not clean shaven) when I had never before been screened in the last 10 years or so when wearing my suit and being clean shaven. Imagine that, low and behold, I was scheduled for a pat down for every single flight I took after that day.

I would appreciate a response and an apology for the situation. Not only I was being unfairly (perhaps illegally) detained, I was also being racially profiled. To make matters worse another foreign national received sub-standard customer service from your department and will carry with him a negative impression of the TSA and the United States of America and will for sure relate this negative experience to his fellow country men.

It is a shame that these events are becoming quite common at airports with videos popping all over the internet about unreasonable searches and requests.

I hope that more sensitivity and job training is offered to the staff at the MCO airport to avoid situations like this to happen in the future.

Respectfully yours,

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)

9/12/2014 2:07:56 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 9/12/2014 12:22:25 PM Airport : RIC - Richmond International Date/Time of Travel : 09/12/2014 6:00 AM Airline & Flight Number : United 6119 Checkpoint/Area of Airport : B Terminal TSA Employee: (If Known) : NA Comment : I have a knee replacement and was TSA-Precheck. You have removed the machine where you put your hands over your head from the Precheck Line so it completely defeats the purposre of Precheck since I have to go through a full patdown, etc. Why?? Thank you. BTW - when I asked the TSA officers manning the checkpoint why, they said they had no idea and that they did not like it either.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

9/12/2014 6:13:22 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? yes

Which U.S. airport were you traveling through?
Miami International Airport
Dear Sir or Madam:

I was surprised tonight as I passed through security (approximately 8:30 PM on 12 September at Dulles International) to observe the sparse number of women working. I opted out of the body scan due to pregnancy, and had to wait with 4 other women while the only woman on post explained she could not leave her post because it was a set position. No other women were available and one had to be called from another area. I observed approximately 10 other TSA agents, all male. Not only is this an inconvenience for the number of women opting out and waiting for pat downs, it also shows a gender disparity in the number of men and women working for TSA at the airport. I am sure there are many reasons for why this number is so disparate, but perhaps they are not good reasons. I would encourage TSA first to have enough women on staff to sufficiently pat down women who opt out of the body scan (in this instance, there was not a single female agent available in this area of the airport). Second, I would encourage TSA to scrutinize its hiring and recruiting methods to ensure that women are being both encouraged to apply and fairly considered for positions with airport security.

9/12/2014 10:00:07 PM

Thank you and regards,
(b)(6)

--

(b)(6)

HYPERLINK (b)(6)

-----Original Message-----
From: (b)(6)
Sent: Friday, September 12, 2014 9:14 PM
To: TSAExternalCompliance
Subject: Complaint

I will be sending this letter certifed mail as well to ensure delivery. I expect confirmation that this complaint was recieved and expect to speak with someone regarding follow-up and next steps.

(b)(6)

Attachment

9/12/2014 10:00:13 PM

Complaint Information
If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.
1. Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
Name: (b)(6)
Phone (b)(6)
Work (b)(6)
Email (b)(6)
2. Are you filing in this complaint form on behalf of another individual 3.What happened?
I am a US federal government employee and was traveling on official government business on Monday, September 8. While proceeding through the TSA security screening, I opted out of the body scan and requested the pat-down option. The coordinating TSA screener requested a male TSA employee come forward to complete the pat-down. The woman requested someone come forward several times. It was evident that none of the male TSA employees on duty were interested in completing this task. After waiting about 10 minutes, a male TSA employee approached me (I was later told his name is (b)(6) He appeared visibly angry and irritated, as evidenced by his physical demeanor and inital verbal responses to me. He mumbled instructions to me to begin the screening and I had difficulty understanding him. (Continued at #7)

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/13/2014 1:25:48 AM

9/13/2014 9:25:56 AM

Name (b)(6)
Email (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight 6448, LAX, Terminal 5, Gate 50
Comments:I asked the TSA agent about being honored the Pre-check process as they closed the checkpoint. The agent who took my ID was ABSOLUTELY inappropriate to interrupt me to tell me to be quiet and listen to her since SHE wasn't finished, and then proceeded to lecture me on the closure process. Obviously trying to make a flight, she pulled me aside when I tried to get in line and gave me a yellow 8x11.5 paper which she stated would facilitate my TSA pre-check, though it turned out to be a flag for additional screening. Wish I wasn't so distracted I didn't put 2 and 2 together fast enough. Thanks to this retribution, I spent the next 20 minutes while your team took their leisurely time in checking everything I owned and eventually doing a thorough pat down. I am APPALLED that TSA employees are apparently give the authority to retaliate against the general public whenever they feel they have a perceived slight. I have never been treated so discourteously by any organization; it is no wonder your agency gets such obviously well-deserved bad press. I cannot believe you allow such attitude with your employees and then permit them to act out on their customers. You should be ashamed of yourselves. And I should get my money for being "pre-checked" back. Call Amazon and learn what customer service really is, since you all don't seem to have a clue.

9/13/2014 9:26:20 AM

Feedback Type : Compliment
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/13/2014 1:21:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/12/2014 8:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Delta Terminal TSA Employee: (If Known) : TBD Comment : I asked the TSA agent about being honored the Pre-check process as they closed the checkpoint. The agent who took my ID was ABSOLUTELY inappropriate to interrupt me to tell me to be quiet and listen to her, and then proceeded to lecture me on the closure process. Obviously trying to make a flight, she pulled me aside when I tried to get in line and gave me a yellow 8x11.5 paper which she stated would facilitate my TSA pre-check, though it turned out to be a flag for additional screening. Wish I wasn't so distracted I didn't put 2 and 2 together fast enough. Thanks to this retribution, I spent the next 20 minutes while your team took their leisurely time in checking everything I owned and eventually doing a thorough pat down. I am APPALLED that TSA employees are apparently give the authority to retaliate against the general public whenever they feel they have a perceived slight. I have never been treated so discourteously by any organization; it is no wonder your agency gets such obviously well-deserved bad press. I cannot believe you allow such attitude with your employees and then permit them to act out on their customers. You should be ashamed of yourselves. And I should get my money for being "pre-checked" back. Call Amazon and learn what customer service really is, since you all don't seem to have a clue.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/14/2014 9:34:01 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2014 3:50:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/13/2014 12:00 PM Airline & Flight Number : West jet WS1423 Checkpoint/Area of Airport : International, terminal 2 (I think 2, flight was out of gate 21 for sure) TSA Employee: (If Known) :
Comment : I requested a pat down instead of going through the body scanner like everyone else. I was told by the woman standing behind the metal detector directing everybody through the body scanner to wait to the side so I did. It took 15 minutes for me to be called over for the pat down. I felt as if they were trying to force me to use the scanner by making me wait so long I would change my mind. It is worth noting that the security area was not busy at the time, we waited behind only 2 people in line before placing stuff in bins. Of course I'd put all my stuff in the bins for scanning quite a while (and a number of people) ago. If I hadn't been travelling with my husband who collected my stuff for me, it would have been left unattended the entire time. Not only is that increasing my risk of theft, it is in direct opposition to all the announcements that play once you've cleared security about not leaving your belongings unattended and to keep them in a direct line of sight at all times. While I was waiting, the female officer mentioned before behind the metal detector would not even look at or acknowledge me, much less tell me how much longer I might be waiting or if someone was on the way, again leading me to believe this wait was to "encourage" me to just go through the body scanner. I'm not sure if it is required or not, but the officer performing my pat down never asked to see my boarding pass or passport (which I didn't have on me anyway because it went through the scanner 15 minutes before). Additionally, my husband has informed me that bags were being pushed through the scanner even though the track past it was full. So much so that bags were starting to fall off the end and another female passenger even commented on it to him too. My husband debated requesting a pat down instead of the body scanner as well, and had he opted to go with the pat down, all of both of our belongings would have sat completely unattended, out of our sight for the 15 minutes it took, likely after falling to the ground. I have never had any issues with/complaints about security screening before and I understand it's importance, however I feel that this entire experience is unacceptable and avoidable.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 9/14/2014 10:39:45 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spirit Flight 126 FLL to MYR 8:10 PM

9/14/2014 11:13:56 AM

Comments:Inconsistant screenings within the same airport: I fly often. I don't go through the scanner because I can not verify its safety. I always opt out. Often TSA agents show their displeasure for my choice. I have complained at least once when an agent took "meets resistance to mean "go up until first finer is in middle of travelers external labia over clothing." Nothing was done about it. Still I need to travel, after seeing a news video where a woman went through with no problems in a bikini, and to make things easier on me and faster for TSA I began wearing a bikini under my clothes when I travel. A couple of weeks ago I flew from MYR to FLL and back on the same day. On the MYR portion I was only asked to have my hands swabbed and put thru a metal detector. At FLL I waited until it was time to take off my shoes and I removed all clothing accept the bikini. The agent looked me over (Everything that is usually supposed to be touched in a pat down was visible) and told me to take my things and have a nice day. This happened again on Fri 9/12/14 from Myrtle to FLL, I went through in the bikini with no incident no pat down and had a pleasant flight. I was relieved to have a solution that did not involve me feeling violated and still allowed TSA to do what they needed to. Last Night 9/13/14 on the Spirit flight from FLL to MYR I again waited until the last possible moment, removed my jogging suit and asked an agent for an opt out. I was told "You know she's going to run her hands up your thighs, right?" I said "why? there's nothing covering my thighs" He smugly told me "I just have to inform you. I shrugged it off thinking perhaps he was new. Sure enough when I got to the other side I was told I was going to be pat down. The agent proceeded to run the back of her hand over my bikini on my breasts, buttocks and the back of both hand over my bikini down the front of my pubic bone. I was literally touched in places Ive never had touched during a pat down.. When she told me she was done and I could get dressed and older woman with grey hair came over and snapped "No she's not! Don't let her put her clothes on! Take her ID and boarding pass!" She confiscated my ID and boarding pass and had several male agents stand with their backs to me causing a scene. A younger male agent came over and expressed his annoyance that *I* was causing a scene by coming through in a bikini. I explained it was *his* co worker who insisted I stand there longer than necessary in a bikini. With about a half dozen male and female agents glaring at me in disgust, I asked the woman who pat me down if I was being detained, she said"no." I said "If I'm free to go may I please have my things?" again she said "No." I said "So I'm being detained?……." They eventually came out and gave me back my ID and boarding pass. Clearly I am upset by the way I was treated. What Homeland security should be concerned with is the hiring process. You had several adults who were so rattled by a middle aged woman in a bikini they focussed all their attention on it. That's not *me* causing a scene. Other agents were able to get me through no problem. What I encountered last night seemed to be a group of emotionally immature and unstable adults who should not be in charge of the safety of other human beings. More than a half dozen agents got involved in something and were clearly showing emotion… not over a safety issue but because despite looking at scanners and touching people in pat downs, they have some problem with me in a bikini. (I guess none have them have ever been to a public beach in the US?) I strongly suggest you look at the tape and perhaps point out to the agents who stopped doing their job elsewhere to get involved in a "bikini incident" how they left holes in TSA security to vent their personal disgust rather than just do their job. In addition, I'd like to know exactly what the protocol *is* for a pat down, there seems to be an awful lot left to the discretion of a TSA agent to go on "gut feeling." I feel like I was singled out and hazed by a bunch of junior high kids.

9/14/2014 11:14:09 AM

Dear Sir or Madam: I wish to share an incident that happened at Dulles on the afternoon of April 10th as I was leaving for Buenos Aires. When I got up to the security checkpoint, I indicated to the TSA worker at gate 52 by telling and pointing to my side, that I had a metal hip and I wanted a pat down. The TSA individual at first ignored me so I thought he did not hear me above the din. When I repeated my comment, he angrily turned toward me and said, "Don't yell at me!" I was somewhat startled as I did not consider myself yelling as it was quite noisy and I thought he did not hear me the first time. I was trying to be cooperative and helpful to him.

In my opinion, this is not the type of individual who can handle this sort of job. He might have said to me, "Madam, I will get to you in a moment. I did hear you the first time." He would have looked a lot more reasonable and professional.

I did share this with those who represented themselves as his superiors and they apologized to me. Can I make a suggestion? Instead of TSA workers wearing an invisible name tag flipped over where names are not visible, why not have them wear a visible number tag on their shirt pockets? This way the numbers can be used to commend or complain about behaviors.

You won't know who is doing a good job or a poor one if you don't receive or solicit passenger comments. Hope you will consider a better way to have those who regularly interact with your employees give you this necessary feedback. Many thanks,

(b)(6)

Caller said his wife has an insulin pump and diabetes and that he called the care line on Wed. before their flight on Sat., Sept. 13th at Newark Airport for a pss. He said there was no pss at the airport and he said he asked for a pss at the checkpoint and there was none provided. He said he told them not to put her insulin pump through the machine and he said he told 3 TSA agents she can not go through the machine. He said his wife was behind him. He said the manufacturer does not want the pump to go through the machine. He said the supervisor could not find a complaint form right away and it took awhile for the supervisor to get there and to find the form. He said he wants a pss when they return on United flight # 5879 from Cincinnati on Sept. 20 at 4:17 pm. He said he was concerned they would miss their plane. He said he did not get that agent s name and he said 1 nice agent said she can have a patdown. He said he does not want to fly out of Newark Airport again due to this incident and he said he called 3 days early for the pss and asked for the pss at the checkpoint. He said the Supervisor made a copy of their boarding passes and driver licenses when he said he wanted to file a complaint.

Complaint:CSM
Claims Complaint

9/14/2014 1:50:50 PM

Airport:Newark
Airline: United
Flight Number:4148
Departure Time: 09-13-14 at 12::35 pm at checkpoint
Arrival Airport and Time:Cincinnati at 3:30 pm
Location: checkpoint
Terminal:unknown
Gate:A 23
Contact Information:(b)(6)

I advised him that I will refer this to the CSM at the airport.

Response:I gave him the CSM info for the return flight:Cincinnati Northern Kentucky International
Name:(b)(6) - CSM - Cincinnati
Phone:(b)(6)

I advised him that the flight info for both the departure and return were set up and I confirmed this from record (b)(6) I advised him that we send the info to the airports for the pss assistance.

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Remote Client IP:(b)(6)
Date Time: 9/14/2014 1:15:02 PM

9/14/2014 3:24:36 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):September 8, 2014
SEA TAC, AROUND 6:30 AM.
In route to SNA via San Jose. Southwest Airlines departing at 7:30 am
Comments:I was directed by the TSA officer to the line that had the smaller screening machine since 75 y/o. I also had my military ID. An Air Force widow. The TSA officer at the machine harassed me with questions and I explained not going through the large screener Whi told you that. Why shouldn't you etc etc. A short blondish young man with the coldest eyes. A very nice tall screener came over and he said to her She opt (opted) out. I said I don't know what that means I was told to come in this line. She just opened the side door and kindly said come this way I'll give you a pat down. I couldn't read the name of the rude guy but it's a short two syllable name. Incredible ! My son had gone through since he's TSA approved. Otherwise, generally they are very nice; this fellow acted like a Nazi soldier.

Submitted on Monday, September 15, 2014 - 01:49 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Woman traveling alone with an infant child Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Diego
State: California
Zip Code (Post Code): 92130
Other: United States
Email: (b)(6)

9/15/2014 8:32:01 AM

==Incident Information==
When did this happen? 08 19 2014
Where did this happen? NEW YORK - BGM - Binghamton Regional
What happened?
I recently traveled from San Diego, CA to Binghamton, NY via Delta airlines. My TSA experience in San Diego was relatively pleasant. I had some baby food as I was travelling with my then 10 month old daughter (along with my husband and son) and I declared the baby food. I was allowed through security without a problem.
When leaving Binghamton, NY for my return trip to San Diego on August 19th, 2014 (Delta flight 3757 to Detroit) I declared the baby food that I had with me. I was traveling alone with my infant daughter as my husband and son were taking a train home. I

Ext. 209. Caller is troubled and would like an explanation. She flew from DCA to BOS today. In the checkpoint, a woman waved a wand on her hand and an alarm was set. They took her to a room and performed a patdown. They also looked through her bags. Nothing was explained. She has an anxiety disorder so she was very uncomfortable and nervous. She never did understand why she went through those procedures because no one ever explained them.

Airport: DCA
Airline: JetBlue
Flight Number: 1190
Departure Time: 7:25 am
Arrival Time: Around 8:30-8:35 was originally supposed to arrive at 8:55
Specific Location (Terminal-Gate): Gate 30, they went through a different terminal than they were supposed to.
Individuals Contact Information (phone number-email): (b)(6)
Persons involved (if calling on behalf of someone): Two women, one was African American and the other Caucasian

9/15/2014 9:39:15 AM

The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

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. 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.

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.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller mentioned that on Sept-11th she had a very negative experience at IAD. She is a parapalegic with leg braces and a walking cane, however she can walk some but very slowly. It appeared that the caller went through an extremely long and invasive screening experience, several TSO s spoke to her in a rude fashion, *treating her like a child*. She explained to me that she felt that the entire experience was rude and insensitive. She said that three TSO gentlemen just stood there and gawked at her while she was waiting for her patdown making various comments to her. She inquired about her purse and walking cane while she was waiting for a female TSO to give her a patdown (30 minutes). The three TSO s made insensitive comments such as *stop worrying about your things, just sit there and wait*. She explained that when going through the WTMD, no TSO s offered to help her walk, so her husband assisted her. When he was finished, they made him go through the entire process all over again, I explained that it is SOP for him to be rescreened, she didn t like that at all. She explained that in the end, the whole screening process took its toll on her that day and she began to cry. The TSO s left the area at that point and an STSO came over to her. She said that the he was very nice and immediately had a female officer in the near area conduct her patdown. She nearly missed her flight due to the sceening. On her return flight from another airport she said that the TSA officers were much more pleasant and organized, treating her respectfully. She wanted to know why IAD was so chaotic and rude.

I apologized for the way that she felt and explained to her that I would send her concerns and complaints to the CSM at IAD.

Date Time-- 9-11-14 at 8am.
Gate or Terminal--1st Terminal when you drive in. She was sure that it was Terminal #1.
Airline—Virgin America
Flight #--VX89

9/15/2014 10:04:05 AM

Advised:

(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 Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. (She did ask for a STSO)

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.

In addition, I gave her the information for TSA Cares on future flights:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. to 11 p.m. EST and weekends and holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

9/15/2014 4:06:05 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/15/2014 2:32:58 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 09/14/2014 10:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have an artificial knee, and carry a card to prove it. No matter where I fly from , or what method of screening machine is used, including the full body screen, I am forced to obtain a full body pat down. I am made to wait in a glass cage like a prisoner. I understand the precautions, but, every single time is absurd.You must find a better method. Yesterday. I had to wait 10 minutes in that glass cage for someone to come over and pat me down completely. This is humiliating . Every single time. There must be a better way.The same issue applies to Newark.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Callers wife is getting PreCheck. She has disabilities, he was allow to get PreCheck on the last flight because his wife has a hearing disability. He will be traveling again with his wife and an elderly lady in a wheelchair, he wants to know if she can get precheck along with him and his wife? He says he had traveled before on Southwest out of Boise and when going through screening there was young women that had pony tails that had devices in the hair with base ball caps on and was not ask to remove the hat or devices. He says his wife has thick hair and on the other side of the machine the agent ran her hand through her hair and she ask the officer what she was doing with her hair. The agent just said she had to check her hair. He says his wife had just paid $85.00 to have her hair done and he wants to make sure this never happens again.

Told caller:
I explained to him if his wife was chosen at ramdon for PreCheck on a flight did not mean he or she would be selected again. It just means the information they provided met the criteria and they were selected on a per flight bases only.
To be eligible for PreCheck on every flight they can apply for one of the programs to get a number to use but it still is ramdon selection so they wont be guaranteed every time.
There are two ways to be eligible to participate in PreCheck, you can be abe a member of one of CBP s trusted
9/15/2014 5:18:12 PM travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I explained to him if there was an alarm during screening they will have to give a patdown to clear the alarm, I too have had my hair patdown and it was to clear an alarm,
I could not tell him they would never have to do this again.

I did not send his complaint to the CSM because it has been sent already.
I only listed the airport and airline for the complaint for the previous flight, he did not say what airline or airport he was traveling out of again.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, sorry buddy, this isn t a restaurant! The STSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport SJC
Airline Southwest
Flight # 4729
Date Time 09 15 2014 320PM
Location Gate 21 Southwest Terminal
9/15/2014 5:54:27 PM Advised caller:

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 Transportation Security Officer at the checkpoint 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.

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 9/15/2014 4:05:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/11/2014 12:30 PM Airline & Flight Number : Jetblue #1783 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : Awaiting my turn to go thru security after removing all items, etc., I noticed two lines, one for the walk thru and one for the x-ray type booth. I didn't wish to use the x-ray, so I waited for the walk thru. When it was my turn, the TSA agent pointed to the x-ray. I said "I would like to use the walk thru." He said and I quote "YOU WANT A PAT DOWN?" I said excuse me and he said "ILL GIVE YOU A PAT DOWN RIGHT NOW, GET ON THAT LINE" I
9/15/2014 6:35:16 PM reiterated that I didn't want to use the x-ray and he yelled again at me that I was going to get a pat down. My husband stepped in and told the agent to calm down, that it had been a rough week. This flight was a return flight for my family after having buried my mother the day before. Not everyone is traveling for happy times and I truly feel his outburst was unnecessary and uncalled for. I proceeded in the x-ray booth and when I exited a female TSA agent told me she was sorry for my loss. I wanted you to be aware of this. I thought you had a choice where you wanted to go thru. Apparently, I was mistaken, but I should not have been treated that way.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Monday, September 15, 2014 2:30 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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Remote Client IP (b)(6)
Date Time: 9/15/2014 2:30:02 PM

9/15/2014 6:35:36 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Verbal Abuse and Disability Discrimination

Comments:

Incident occurred 9/14/2014 at Sky Harbor International Airport, Delta Terminal 3, between 2:30-3:00 PM. TSA was an African American male, age 50's-60's. Did not see a name badge on him.

Hi,

Quick question:

I have a Global Entry pass and am awarded the TSA Pre-V whenever I fly. I carry a bottle of liquid homeopathic medicine that cannot go through the scanners nor xray machine.

I certainly understand the need to "sniff" the bottle but am wondering why, as a Trusted Traveler, I must always get a pat down and almost always go through a lengthy, detailed check of my carryon items even though the liquid passes the test.

9/15/2014 8:26:03 PM

Thanks. Enjoy your weekly blogs.

(b)(6)

HYPERLINK (b)(6)

From (b)(6)
Sent: Monday, September 15, 2014 6:42 PM
To: TSAExternalCompliance
Subject: TSA complain

ATTACHMENT:
CIVIL RIGHTS CIVIL LIBERTIES COMPLAINT

Name (b)(6)
cell Phone (b)(6) Home Phone (b)(6)
Mailing Address: (b)(6) Staten Island N.Y.10314
Email: (b)(6)

9/15/2014 8:27:20 PM

What happened?

On 9-3-2014my husband and I arrived at Sky Harbor Airport in Phoenix Arizona at 9PM
We were returning to JFK International Airport in N.Y. My flight was 136 Jet Blue to depart at 11:45. After getting our boarding passes I was escorted by wheelchair to screening. I informed the agent that I had metal in my left knee from a knee replacement and that I had documents from my Doctor I was advised that because I had metal I needed a pat down . I agreed. I was led away to a area several feet from the screening area in-full view of all other passage s that were entering the airport . I was advised to remove my shoes. I explained to the agent that I had one leg shorter then the other and that I wear a custom orthodit in my shoe and that it was hard for me to stand without my shoes due to the length difference. The agent proceeded to do her pat down. She started from my head down. As she got to my groin area she was insisted on placing her hands directly into my crotch area.. I am not use to some body touching that area and flinched. The agent attempted to repeat this processes a number of times. Every time I flinched. The agent got angry with me and called her supervisor over. His name was (b)(6) Badge number (b)(6) He informed me that I was incorporated with the pat down and would not be permitted to board my flight. I attempted to explain to him that it is a normal reflex.

When did this happen? Please provide the approximate time of the experience

This incident happened at 915PM after my entrance through security

Where did this happen?

Sky Harbor Airport

9/16/2014 8:43:37 AM

Good morning,

I am traveling out of John F Kennedy airport this morning. I arrived at jfk T5 and went to lane 7 for security screening. I opted to go through regular screening due to my pregnancy. The officer (b)(abruptly put his hand up and told me I had to use the scanning machine due to me being a Jetblue employee. He said "your not working go on that side" I told him I would like to go through regular screening I don't mind being pat down. As he called for female assist, he told a coworker"they think when their traveling they can go through regular screening" and shook his head. That is very unprofessional. He never acknowledged me as an individual he labeled me as a jetblue employee trying to get over. When I was just protecting my unborn child.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 92626

9/16/2014 8:45:03 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Oakland International Airport

The caller asked what the process is for a patdown. She stated that she always opts out of the technology and gets a patdown. She explained that she flys a lot and she normally wears a bikini through the checkpoint to help with the screening process. She stated that normally she is visually inspected and told to go on through at the checkpoint, as was done at FLL recently. However, during the recent event at FLL she was subjected to a patdown in the bikini. She stated that there was a TSO that stopped her and told her not to go through yet. She stated that she told the other agent to take her boarding pass and her ID again. She asked them if she was being detained and then she asked for her belongings back. She explained that the agent responded by telling her that she was not being detained, however she needed to wait. She stated that a male office told her that the female was going to go up her thighs, and she asked what the point was, when it is bare flesh. She stated that they proceeded to also run the backs of there hands over her breasts, and her pelvic bone. She stated that normally the TSOs would run the hands under the breasts and between, however they actually touched her breasts and her pelvic bone during this screening event. She asked why this happened. She stated that they made a scene of her at the checkpoint, and there were men standing all around while she waited to get her boarding pass and ID back.

She stated that she has spoken with the FBI, senators, and congressmen regarding TSA regulations. She stated that she was not able to find anyone that regulates TSA. She asked what the standard patdown in tells.

I explained that a patdown would include patting down the passengers entire body for screening purposes and using the back of the hands in sensitive areas, including breast, as she experienced. I explained that she can speak with the CSM at the airport in regards to why she was subjected to the additional screening and why she was pulled aside. I explained that we do not have any further information to provide. I explained that all passengers have to be screened.

I advised the caller that she can speak with a member of floor support regarding her concern.

9/16/2014 12:04:57 PM Escalation Notes: (b)(6)
The caller has a complaint about an experience she had at FLL. She had emailed in on the 14th of September 2014 see EID in the notes section below. She retold her story and wanted clarification on what a sensitive body area. She also wants clarification on what she needs to do to make things easier for all concerned going through the checkpoint. She says she has already contacted her congressman concerning this incident and wanting to know who holds TSA accountable. I provided the below information to the caller and apologized for the experience she had at FLL.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. 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.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

I advised the caller that I would forward this to the CSM for review

Caller says he just talked to (b)(6) at DFW. Caller says that she is a manager there.
He says he was relaying the experience his wife went through this morning.

He says he is calling to complain about how TSA handles passengers with joint replacements.

His wife went to the TSA today and identified she had joint replacements.
The agent directed her to Precheck.
She went through the metal detector and it alarms.
She had to take her shoes off and she went through the scanner again and it alarms again.
9/16/2014 12:30:31 PM They did a full patdown on her.

His wife called her at a later time crying. His wife is 72 years old. She s familiar of the patdown procedures.

He says TSA must come up with a better way to handle passengers with metal implants. He suggests possibly utilizing the hand held metal detectors again.
He states that TSA needs to find a better process and something has to be done.

Name: (b)(6)
Phone: (b)(6)
BTTC: During the day, between about 8AM to 5PM

Provided with record number, which is (b)(6)

Caller was on speaker phone. (b)(6) was also listening in.
Caller says she had incident with TSA officer in Gainesville, Fl. Calling to find out how to initiate problems she had.
She says her son and she were both verbally and physically assaulted. He was belligerent into provoking her son.

They called airport and was given 1-800 number in Jacksonville, FL.
Airport says there is nothing they can do, it is out of their hands.

The officer s name is Frank Stagl, He is the airport Federal Security Director. They are filing a claim with representative in Florida. They are in process of filling out paperwork now. They have been advised to call us to start investigation on this side so that we can have records. Sheriff department says it must come from TSA top people.

9/16/2014 1:50:22 PM (b)(6)

Sent to both emails.

Advised callers that I would send to CSM and they said no that wouldn t work since airport says not on their hands. I told them I would check with supervisor as to where this record needs to go and I had all the information they provided to look into this.

Called the caller back to gather more information:

Airport: Gainesville, flew in from Dallas
Airline: US Airways
Flight #: Not sure
Date: 09 15 14
Time:2:08 pm
Location (Terminal or gate): In front of the security lanes in main area after retrieving baggage.
Contact information: (b)(6) Both want to be emailed at (b)(6) and (b)(6)

(b)(6) said she did not see the whole incident, but did hear it as she was walking in front. Apparently, when they landed (b)(6) went to the ticket counter where you claim baggage like when you have a weapon. While she was talking to lady at

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 9/16/2014 12:29:32 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 09/16/2014 12:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My mother was traveling alone and went through security today on her way home to California. She apparently set off the "chemical" test causing them to pull her aside and conduct an invasive pat-down, under her clothing, in a secluded room.

9/16/2014 2:13:12 PM This may be you standard procedure, but to what avail? Did they find anything? Do they ever? This screening process is unacceptable. If some sort of alarm goes off, then it needs to be validated. Police use K-9's that are tested, a drug dog can't hit on a car and have the 4th amendment rights of the passengers violated unless the dog is certified and has so many cases where it's proven right. I fail to see any cases where the TSA was accurate in their invasive searches. This leads me to believe TSA simply violates anyone's rights based on the discretion (or sexual preference) of the agent working that day.

If you are going to send me a "this is how we do it, unfortunately..." e-mail don't bother. If you are actually going to look into the matter, or care beyond checking a box, feel free to contact me.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller has been working with Melinda Courtney in Little Rock and she said she is a CSQIM.
He flew 8-15-14 from Little Rock on Delta and at screening placed his Blue web belt in the tray and by the time his Patdown was done his belt had disappeared.
He stated he is 82 and did not see the point of all the screening. He said nothing alarmed and he did not opt out but he sidestepped the issue when asked if he knew why.

He said Melinda Courtney told him that she looked at the tapes could not help him because she was not able to pick out a passenger on the tapes that fit the description he gave of himself, so she could not determine what happened to his belt. He said he told her to look at the tapes for a guy who looked like Arnold Palmer and that is him.
He stated the belt was from his military days and sentimental and he wants it replaced.

9/16/2014 4:23:52 PM

RESPONSE:

Told I am sorry about his belt no matter what happened to it.

I asked since Melinda Courtney the CSM at Little Rock could not help him what he wants to see happen.
(He wanted reimbursed for the sentimental belt).

Told him I will order a claim form via email but the CMB makes the decisions about claim payment.

9/16/2014 6:06:36 PM

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 9/16/2014 5:04:36 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 09/15/2014 7:00 PM Airline & Flight Number : UAL 669 Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) :
Comment : The agent collected my items while I was waiting for a 'pat down'. She took my laptop out of the tray and placed it precariously on top of the pile at the end of the conveyor system (rolling rods). Then my items all rolled off and the laptop bounced off the floor. The laptop case is permanently damaged and the computer does not function normally (fails to wake up properly after in sleep mode).
This a laptop provided to me by my work so filing a claims seems complicated. My work does not have the budget to replace the item which is damaged but still functions if I cycle it many times to wake after sleeping. I am not sure what to do but in the meantime please instruct your agents not to take valuable items out of the trays.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/16/2014 9:04:18 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/16/2014 8:45:20 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Please inform me of how I file a formal complaint against TSA screening processes. I am sick and tired of being HUMILIATED AND DISCRIMINATED AGAINST by the TSA for being overweight. If your millimeter wave scanners are as good as advertised you should NOT have to publicly pat down my stomach everytime I fly due to wearing a loose shirt. Either your equipment is NOT as good as advertised, your employees are getting a good laugh at the expense of the traveling public, or it is a thinly veiled way of selling your paid screening service. I do not wish to let this drop. I also do NOT believe the option of a full patdown is an acceptable alternative. This has happened recently in Minneapolis and Phoenix.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address:
Zipcode:

9/16/2014 9:04:24 PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT:
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport

My name is (b)(6) and I am a pilot with Allegiant Air. This morning while commuting to my home by way of DTW airport I had to pass through security at the McNamara terminal. I was in my full uniform. I was questioned at security by the TSA officer if I was working the flight today. I answered "No" that I was jumpseating and would get a boarding pass at the gate. I was directed into line where I was asked 3 more times if I was working today and then told if I was not that I needed to go through the Millimeter Wave Scanner. I was told several years ago now that crew members were exempt from ever having to use this machine. Let me remind you I am in full pilot uniform. He said if I did not go through the scanner than I would have a full body pat down screening. I allowed him to do the pat down and even though he was very kind it is upsetting that a crew member in full uniform, in front of passengers is being screened in this manor.
I do a lot travel to get back and forth from Las Vegas to my home in Wisconsin and I have never experienced this type of treatment. Usually I am put in an employee only line, or told to use Pre check line. My company has yet to join Known Crewmember, but that shouldn't put me in line with regular screened passengers. I have an airline badge and that should stand for something.
I would like to know what the TSA policy is with regards to crew members.

9/17/2014 8:47:29 AM

Thank you for your time.

(b)(6)

She asked why did they take her 70 yr. old wheelchair bound Mom and do 3 security checks on her because she asked to go to the bathroom. She said her mom has metal implants in her back and knee and that she was at CVG on Frontier going to Denver. She said she does not have any Officer s name and that they searched her 3 times and did the patdown. She said her Mom did not go through any machine as far as she knows. She said she did not have any problem at Denver Airport and why did this happen at CVG. She said she is frustrated and that we should use the wand not do the patdown. She declined her name.

Complaint:CSM
Claims Complaint

Airport:CVG
Airline: Frontier
Flight Number:739
9/17/2014 7:48:24 PM
Departure Time: 09-17-14 at 3:20 pm
Arrival Airport and Time:Denver at 4:54 pm
Location: security checkpoint
Terminal: unknown
Gate:A 8
Contact Information (b)(6)

I advised her that I will refer this to the CSM at the airport.

Response:I advised her that if she went through a machine and the alarm triggered then she would have to go through a patdown. I advised her that if an anomaly is detected on her body then she would have to go through a patdown. I advised her that we dont have the wands anymore.

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/18/2014 5:00:53 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/16/2014 6:55 PM Airline & Flight Number : United Express Checkpoint/Area of Airport : Terminal 1, Gate B7 TSA Employee: (If Known) : Officer (b)(6) and three others she was working with Comment : I write to register a formal complaint against four TSA agents with whom I came in contact during my walk through O'Hare Airport Security between 6:55 pm and 7:00 pm Central time on Tuesday, September 16, 2014. I request that you take action to reprimand and to correct the unacceptable, rude, and harassing, retaliatory behavior and actions of the TSA agents on duty at that time, at that checkpoint, because these four TSA agents:

•Tried to prevent me from observing my property – which I had placed in three plastic bins on the tables and belt entering the x-ray scanner – enter the x-ray scanner before I stepped into the line for the body scan
•Singled me out for search and pat-down in retaliation for my speaking up to defend my right to ensure my things entered the x-ray scanner without being touched or stolen, and
•Verbally abused and mocked me during the entire security scanning, search and property-pick-up process, in retaliation for my speaking up to defend my right to observe my property while it entered the x-ray scanner, and after it exited the scanner.

I have only one name to report to you and must therefore describe the three other agents, simply because I was unable to see and record their names on their nametags. I describe my experience and the agents below.

1.Per TSA guidelines, at about 6:55 pm on Sept. 16, I had placed on the tables leading up to the conveyor belt that enters the x-ray scanner my:
9/18/2014 8:19:10 AM
a.Wheeled computer bag
b.Laptop computer in the next plastic bin
c.Shoes, jacket and sweater in the next plastic bin
d.Shoulder carry-on bag, which had no zipper and was open at the top (which is why I placed it in a bin) in the last plastic bin
2.Per my usual routine, I pushed the items forward as far as I could so that the last bin was nearly on the conveyor belt. Before the last bin with my open shoulder bag could enter the belt from the table surface, and then the scanner, a tall, male, African-American TSA agent ordered me in a rude voice to step away from the conveyor belt to the body scanner. I responded that I always watch my property enter the scanner to ensure it was not stolen. He became angry and in a louder voice told me to step away. By this time, my property had all entered the scanner, so I did so.
3. The next agent, standing at the side of the body scanner, was a Caucasian male with goatee beard and darkish, very close-cropped hair. He told me sarcastically that I watch too much CNN. When I replied that I had had property stolen in a security line previously, he more loudly told me (so those in line behind me could hear) to stop watching CNN and that the agent at the belt valued his job too much to steal my things. I said that it was my right to keep tabs on my property and I violated no policy by doing simply watching it enter the scanner. He spoke over my words, presumably to prevent those behind me from hearing them, telling me AGAIN to stop listening to CNN.
4. After about a minute where it was completely empty and with no reason to delay my entering it, I was finally allowed in the body scanner and instead of being able to keep my head turned left to view my property, now situated on the other side of the x-ray scanner, the female agent named Officer (b)(6) told me to look straight ahead. I did, stepped out, and she halted me. She told me to lift my necklace of pearls, patted me down in the front, barked at me to lift my arms and hold my hands out, and then ordered me back to the machine, adjacent to the body scanner, so she could wipe my hands with the material that checked for some sort of residue. I almost laughed out loud, because I have NEVER been checked for residue and there was NO REASON for her to pat me down or to check my hands other than RETALIATION in order to delay my getting through security quickly, since I had apparently offended her colleague by simply insisting on watching my property. In other words, I had no metal on my person that would have triggered a pat-down, and nothing on my hands. But I sure was delayed getting INTO the scanner by the agent who told me to stop watching CNN, and AFTER exiting the scanner.
5. I stepped to the conveyor belt and was met by a fourth TSA agent on the other side of it -- a stocky white male with bald head, who looked at a colleague standing next to him and said sarcastically, "Don't stand near her property - keep away from it" and then started singing "Don't stand so close to me," lyrics from the song by the rock group, The Police. I deliberately checked my bags to make sure they were unopened and nothing had been removed, put on my shoes and sweater, and walked away with my property.

9/18/2014 10:04:28 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/18/2014 8:43:56 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/18/2014 7:15 AM Airline & Flight Number : 709 Checkpoint/Area of Airport : Precheck in T1 near gate 7 TSA Employee: (If Known) : (b)(6) (female African American) Comment : Around 7:15am today as part of a random screening in the precheck lane @ T1 near gate 7, TSA personnel (b)(6) had way too much attitude during my requested pat-down (I didn't want to go through the magnetometer & never have - always requesting a pat-down instead). It was all in her voice when she asked me to repeat my request to make it as quickly as possible since my flight was boarding & I was experienced in the pat-down process, yet understood she had to say everything & ask the usual questions of any sensitive areas & whether I wanted a private screening. She eased up when I repeated my request, mirroring her attitude while stating her name. Similarly expressed requests with multiple other TSA agents on other occasions have been met with cooperation so I'm confident her attitude of rudeness & disrespect is an isolated incident.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/18/2014 12:52:00 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/18/2014 10:57:54 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/18/2014 10:45 AM Airline & Flight Number : Sun country 266 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Comment : In general I have great experiences as I travel, but I think TSA agent sneed to know the difference between a sweater and a jacket. I understand the need to remove an outer jacket, but I was wearing a sweater today and was asked to disrobe down to a camisole. It is not an issue of modesty, but of dignity. I am a professional woman in my 40s, and I felt like the demand was not warranted. If there was concern, I think any hidden object would be apparent with screening, or even a pat down. I would prefer that to being asked to basically take off my shirt.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/18/2014 12:52:27 PM

From (b)(6)
Sent: Thursday, September 18, 2014 10:46 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/18/2014 10:46:08 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Why pat down 100% time, when I have cards detailing my 2 metal implants?

Comments:

I am SO sick of flying. I always am stopped patted own, made to stand on a filthy mat, just because I have 2 artificial hip joints. For the most part your staff are officious and unpleasant. WHY can I not get a pass having showed the reason for setting off

From: (b)(6)
Sent: Thursday, September 18, 2014 12:27 PM
To: TSA-ContactCenter
Subject: Why was I searched? Redress (b)(6)

Hello,

On my recent trip from Oakland CA to San Diego CA I was selected twice for special screening, pat down and luggage search even though I have a redress # (b)(6) which was in the system. As you can imagine it is quite embarrassing and inconvenient to be selected both ways. I'm pasting a copy of the itinerary. Thank you for looking into this matter.

Sincerely,
(b)(6)
Mobile: (b)(6)

9/18/2014 4:07:32 PM (b)(6)
AIR Itinerary

AIR Confirmation (b)(6)
Confirmation Date: 08/6/2014

Passenger(s)
Rapid Rewards #
Ticket #
Expiration
Est. Points Earned

9/18/2014 4:09:35 PM The caller wanted to file a complaint with the manager at Sacramento. The caller stated that the option on the IVR was not working and he was unable to reach the CSM. I asked the caller what his issue was and he advised me that he had an issue at the security checkpoint. The caller stated that his wife had just completed surgery and was going through the security checkpoint. He stated that she had to undergo a patdown and that the officers at the security checkpoint were very rough with her and caused her stitches to bleed. I apologized to the caller for the incident and advised him that I could take this information and make a report. The caller advised me that he would rather deal with CSM directly. I got permission from floor support G Henline to provide the caller with the number to the CSM at Sacramento.

Name: (b)(6)
Phone

Caller is wanting to file a complaint on TSA at DFW. Caller feels he was treated unfairly because he has a disability. Caller stated that is was not discriminatory it was just flat out poor customer service. Caller stated that they embarrassed him and made a huge scene at the checkpoint, they humiliated his partner and now she refuses to travel with him. Caller stated that on the morning of 7-8-2014 he was going through the checkpoint and he is not able to raise his arms to go through the AIT so he requested a patdown in a private screening area. Caller stated that he had 5 plus TSO s yelling at him from every angle and finally he had to yell and ask who am I supposed to be listening to. Caller stated that he requested a supervisor when they tried to force him to go through the AIT and then they got all bent out of shape and he had 3 other officers come up to him before getting the supervisor. Caller stated that he had a similar incident happen at DFW in April 2014 and he plans to fly in December 2014 and wants something done before he tries to do so because this is unacceptable. Caller stated that he requested ODPO assistance on both flights and he was treated awful. Caller stated that this is the only airport that he has trouble flying from.

Advised caller:
9/18/2014 4:50:33 PM 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.

Airport: DFW
Airline: American airlines
Date and time of incident: 07 08 2014 05:30 - 6:00 am
Gate or terminal of incident: American Airline

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/18/2014 6:22:41 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 09/18/2014 4:50 PM Airline & Flight Number : American 1017 Checkpoint/Area of Airport : Terminal A, Gates 1 - 17 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : September 18, 2014

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

9/18/2014 8:04:12 PM

At approximately 4:50 pm CDT on September 18, 2014, I entered the security checkpoint for Terminal A, Gates 1 - 17 at Dallas-Fort Worth Airport (DFW) on the way to my flight, American 1017 to Seattle. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, September 18, 2014 6:13 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 9 18 2014 6:13:12 PM

9/18/2014 8:04:18 PM

Attachment

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)

Disability Description: Caller has heart and lung conditions. She is also in a wheelchair.

Incident Details: Caller flew from MDW and she was in a wheelchair and disabled. Caller stated that she went through the AIT and then she was required to undergo a patdown. The officer told her that it would be on the shoulders and she ended up patting down her breast area which is sore and numb due to her heart surgery she had. Caller stated that after patting down her breast area the Agent started laughing at her she thinks that it was because she has a small chest. Caller stated that she feels discriminated against because she is 70 years old, female, and disabled. Caller stated that in all of her years of traveling that is the first time she has ever had a patdown and she feels like the agent was unprofessional and rude. She also feels like the agent did it to humiliate her because there was no alarm of the AIT. Caller thinks that the agent also violated her because she patted down her chest and she was supposed to do her shoulders. Caller did not know the agents name but described her as a young, female, tall, skinny, who had dark hair put up in a bun and she thinks she should be reprimanded because of what she done to her.

Advised caller:
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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. The passenger should inform TSOs of any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger s sensitive areas. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.
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. I will get you to a MB agent to deal with your discrimination complaint. I am going to make sure that this gets sent to the CSM to address the unprofessional treatment you experienced at the checkpoint.

9/18/2014 9:31:22 PM

Airport: Chicago Midway
Airline: Southwest
Flight number: 1444
Departing time: 7:25 pm
Date and time of incident: 09 03 2014 06:30-6:45 pm
Gate or terminal of incident: B23

(b)(6) notes:
Caller said that she wants to let us know she has been flying for 20 years with Southwest out of Chicago. She is disabled and was in a wheelchair and the person she is complaining about saw her get out of the wheelchair and she went through the screening machines. She told her she had to be patted down on her shoulders, but went down farther and didn t have on a bra because she can t wear one due to her surgery. She stated that she turned around after the patdown and the TSO was laughing to her two male co workers about her. She felt like she was being discriminated against because of her disability. She thinks it occurred closer to 6:45 pm.

Advised Caller:
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:
I went through screening at MSY on Tuesday, Sept. 17 at 5 am on the D concourse. My husband is a retired Flight Surgeon for United Airlines, and we fly very frequently. I have a pre check status, but I have an artificial knee, and I require a pat down. This agent was nasty, belligerent, and went out of her May to abuse me. She made me late knowing that my flight was boarding. Her exam was extremely rough, not like a normal exam. When I questioned her, she stopped and started her exam all over stating " you are not allowed to open your mouth". She is a poor representation of what TSA is supposed, and she is a danger to the public. I hope you have surveliience and her behavior can be reviewed.

9/19/2014 12:05:19 PM (b)(6)

Sent from my iPad

Ma am Sir,

I was traveling with a group of 6 uniformed military members on official orders (deployment to a combat area) through San Antonio airport (SAT) on the morning of 19 Sep. When checking through the security checkpoint I recalled the information I ve seen about pre-check at the website below:

http: www.tsa.gov tsa-precheck military-members

At the checkpoint I asked if there was a screening program available to military (as it indicates on the website). I was adamantly told NO and guided to the general boarding line. Further, I was required to remove articles of my uniform. When I asked if there was another option, even a pat-down, I was confronted by additional TSA personnel including someone claiming to be a supervisor who gave me no other options and told me I was risking being non-compliant (for my calm and professional questions).

9/19/2014 12:05:56 PM

Obviously, what I experienced doesn t align with the pre-check policy for military members from the above website. The airport in San Antonio must handle an above average amount of military passengers due to its proximity to the USAF s basic training center at Lackland AFB in San Antonio, making it even more unfortunate that the TSA members there don t understand TSA s policies.

I m asking, at least, that the TSA members on shift at that time be better trained on the, intelligence-driven, risk-based approach to security offered to military members via the pre-check program. Even better, if all TSA members at SAT (or anywhere offering pre-check) were reminded.

Thank you for your assistance, and if you have any questions please contact me by email or at (b)(6)

Respectfull,
(b)(6)

9/19/2014 2:09:59 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 9/19/2014 12:58:52 PM Airport : MDT - Harrisburg International Date/Time of Travel : 09/15/2014 8:00 PM Airline & Flight Number : UNITED UA3334 Checkpoint/Area of Airport : SCREENING TSA Employee: (If Known) :
Comment : Showed screening agent medical card for pacemake/defribulator. Agent called me aside, asked me why I showed her that card. She proceeded to ask what I expected by showing her the card. I told her that it was to avoid any magnetic devices. She instructed me on the pat down procedure & I said no problem. After the other agent completed the pat down, he stated that there is a machine that is pacemaker friendly. Complaint is the way the female agent posed the 2 questions as if assuming I wanted special treatment or was trying to avoid screening. Other agents at that airport & other airports on this trip encouraged me to file this complaint stating that "this is not the way TSA operates & that they don't want coworkers treating people like that.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn t require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

9/19/2014 2:30:22 PM

. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

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

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Disability Description: Has several disabilities and medical conditions.

She has had two hip replacements, a wreck which caused her to have severe arthritis where she cannot lift up her arms or have her shoes removed for long periods of time.

(b)(6) also has PTSD from being molested as a child. So she is sensitive to patdowns and inappropriate touching.

Response Details: We can send the complaint to our disability specialist and to the CSM at AUS as well.

You do have to submit the complaint in writing.
Hopefully this issue will not happen again at this airport.

9/19/2014 2:41:00 PM

Incident Details: She stated she had a really horrible experience at AUS.
She qualified for PreCheck and saw the AIT.
She has a hip replacement, and was abused when she was younger.
She was almost in tears when she got through the gate.
She is 60 with two hip replacements.
She did inform them beforehand.

Her suitcase had already been gone through.
Has arthritis in her feet and was made to take her shoes off and not allowed put her shoes back on.
The TSO took as long as she could and was really rude.
She kept her standing there, and told her exactly what she was going to do.
Finally she had to sit down after she could stand no longer.
She went through this many times, and talked as long and slow as she could.

The incident retriggered her past abuses.
She was made to hold her arms out to the side and the TSO twisted her arm up.
She has shoulder issues and cannot hold her arms out.

9/19/2014 2:59:59 PM

The incident happened at AUS
09.16.2014 340pm
Caller flew from Denver to SFO and he is an airline pilot. Caller stated when he went through the checkpoint his wallet was in his pocket and he had to have a patdown because the alarm went off. The caller stated he asked to speak to a manager and he spoke to (b)(6) Caller stated the manager was rude and the caller wants to make a customer service complaint. The caller stated he understands the procedures and the caller stated the manager accused him of other things but the passenger didnt go into detail. Caller stated the manager was trying to bully him while he was only asking some questions and the caller stated he went through Terminal A. Caller wants someone to follow up with him either through his email address or phone number.

Advised caller I took his complaint and I will forward his complaint to the CSM at the airport to make them aware of the issue.

Caller works for CEO of international company. The CEO has a GOES number and she travels frequently domestically and internationally. Caller says there are issues popping up periodically where she is not getting Precheck. She states it has happened five or six times in the last six months and her CEO travels very frequently. Caller stated she gets pulled aside some times and receives patdowns.

Advised caller : When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate.

It is important to keep in mind that even if you are eligible for TSA Pre\u2713™ as a member of a CBP trusted traveler program, TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

1. What is your citizenship?
US
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline?
9/19/2014 4:15:27 PM Yes
3. Do you have a valid unexpired CBP membership?
Yes
4. Have you received TSA Pre?™ in the past?
Yes
5. Do know your CBP Trusted Traveler PASS ID?
(b)(6)
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account?
Yes
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system?
Yes
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
No
9. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft?
No
Caller flew from CAK on 9-14-14 at 6:25am and was on a wheelchair. She said she is very upset and feels violated she says that the TSO conducting the pat down went under her shirt to perform her pat down and touched her private area and her breast and feels sexually assaulted and raped. Caller says she requested the TSO to use new gloves and the TSO was rude and refused. Caller says her boyfriend was denied being able to be her companion while the search was done.
Caller says her boyfriend called Delta airlines to let them be aware of her situation.

Caller says her cousin is the TSA president.

Caller says she knows her rights and she had the option to get screened with a wand.

Caller says at the New Orleans airport she also had a patdown and it was done with proper protocol.
Caller says money,her inhaler and sanitizer were stolen at the screening are at New Orleans.

Told caller the TSO had to conduct a patdown because she could not stand and that they could not use the wand and a patdown would be conducted and in sensitive areas the back of the TSO would be used.

9/19/2014 4:19:28 PM

Told caller I m sorry you feel you had a bad experience with TSA.

Told caller that we are TSA not Delta airlines and we had no knowledge of her condition and next time she has a flight she can request a PSS or Supervisor to help her get through the screening are.

Told caller she can file a claim fro her items missing in her carry-on.

Told caller she can call the CSM and let them be aware of the situation she had and her concerns. Gave her the CSM number Edward Hertelendy Phone: 216-362-(b)(6)

Caller said she saw on the news a 12 year old girl also on a wheelchair was conducted a patdown and they filed a law suit for sexual assault.

Disability Description: Caller has type 1 diabetes and uses an insulin pump.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

Response Details: Diabetes-related supplies, medications and equipment such as , lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

9/19/2014 6:54:03 PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:
Patdowns will be conducted by a TSO of the same gender.
You may ask for private screening at any time.
A private screening will be offered if the patdown involves sensitive areas.
A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.
You may request a chair if you need to sit.
You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSAâ€™s own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 61175

9/20/2014 9:27:35 AM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?

9/20/2014 1:03:50 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 9/20/2014 11:28:06 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 09/20/2014 1:20 PM Airline & Flight Number : US Air 639 Checkpoint/Area of Airport : B
TSA Employee: (If Known) : (b)(6) Comment : Officer (b)(6) never greeted me. She was abrupt during the entire patdown process, making it seem punitive since I elected not to go through the scanner. I travel frequently and am making a point of pointing out to the TSA each time I am treated rudely for causing more work for TSA screeners. Officer (b)(6) is a supervisor, if I read her nametag correctly, and should actually be teaching her people to be both professional AND courteous to the general public, and in now way indicate that it is a pain to do an patdown when someone wants one in lieu of going through the scanner.
Would you like a response? : False
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

9/20/2014 3:14:52 PM

Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Tap to choose

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/20/2014 9:13:25 PM

9/21/2014 9:30:01 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 531, Southwest, Terminal 1, San Diego, 9/18/14, 9:40 am
Comments:My 80 year old Mother was transported by an airport employee using a wheelchair. When she got to the screening area TSA made her get out of her wheelchair and walk to an area to be patted down. She told them that she can't walk but a few steps and cannot stand without a walker. She was made to walk and stand to the point of almost collapsing. They did not bring her wheelchair with her to the pat down area. She has traveled from San Diego before and has never been made to leave her wheelchair when at the screening area. Because it took so long at the screening area, when she arrived at the gate the plane was already boarding. She had great difficulty boarding due to her disabilities. I am very concerned about the insensitive way my 80 year old disabled Mother was treated my the TSA employees.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 9/20/2014 11:48:53 PM Airport : SAN - San Diego International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/21/2014 9:30:45 AM

Comment : I haven't been receiving my pre-check option which I am granted as an armed forces member. I travel a lot so I don't go through the full body scanners, I keep having to opt out and it's so time consuming and difficult with my service-connected disability. I always use my department of defense ID number when I book my flights but the pre-check isn't showing up on my boarding passes. The airline said it's not an issue with them, it's a TSA thing. I understand that TSA will randomly not put it on your boarding pass, but it's all the time now. I don't see why I might be considered a security risk since I am military. Why is it not showing up on my pass and what can I do to fix the problem?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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CONTACT INFORMATION
Full Name (b)(6)
Email Address: (b)(6)
Phone Number:
Address:
Zipcode:

9/21/2014 9:31:09 AM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Tap to choose

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/21/2014 7:51:55 PM Airport : OAK - Oakland International Date/Time of Travel : 09/21/2014 5:30 AM Airline & Flight Number : alligiant 1001 Checkpoint/Area of Airport : security check point by gate 5 TSA Employee: (If Known) :

9/22/2014 8:21:53 AM

Comment : After passing through the body scanner I was stopped so they could pat down my back this want a big deal, but I have had to put up with this every time I've gone through the check points for my last 3 flights, but I've never had an issue before. My real problem however starts when they came across my keys. I have had a small keychain utility tool attached to my keychain for years. On the tool there is a small letter opener that tsa agent considered a knife. I have put this very same keychain on several flights both domestic and international, no one had ever said anything about it till today. I am a marine corps combat veteran, and I felt very disrespected during this entire event because not only did he confiscate a fairly expensive tool that I use everyday, but he was rude about it the entire time. He was very unprofessional and decided he had to hold me up further by running my bag through again after he had removed my keychain from my keys which took him about 5 minutes to do in the first place. Thank you for your time and I hope no one else has to have an experience as disrespectful as this in the future.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/22/2014 8:39:23 AM

The caller wants to know what the basis for receiving a patdown and wants to know TSA policy in regards to this.

Advised the caller that the officers at the check have the option to subject any traveler to a secondary screening to clear an alarm. He stated that he would like to speak to a supervisor.
Disability Description: Callers wife is a diabetic and has an internal insulin pump. Her name is (b)(6)

Response Details: Advise caller For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

9/22/2014 2:44:20 PM

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail.

Advised caller I will send him an email with this information in it.

Advised caller I will also send this information to the CSM at PHL as well as our office of disabilities.

Advised caller that if his wife as the name of the TSO she can include it on the complaint.

Incident Details: Calling in because his wife is at PHL and the TSO told her she could not request an alternate screening. The caller states that she is now speaking to the Supervising TSO. The caller states she has internal insulin pump and can t be screened by screening technologies because it will affect the calibration. The caller stats that the TSO at PHL kept telling his wife that it would be fine to go through the screening technology and they could not do a pat down. The caller states his wife is in tears because the TSO is trying to make her go through the screening technologies. The caller states she called back after speaking with the supervising TSO and she was able to undergo a patdown and board her flight.

The caller states this is not the first time this has happened. The caller stales they have already had to file a discrimatory complaint because the same incident happened at ATL. The caller feels that something needs to be done. The caller states it is no coincidence that this has happened 2 times. The caller states something needs to happen to ensure the TSOs that are hired in are aware of ap assenbers rights to request a patdown and honor it.

Flight Itinerary

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 9/22/2014 4:15:05 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 09/20/2014 7:30 AM
Airline & Flight Number : jet blue 1168
Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :
Comment : I am 77 yrs. old, 100 lbs. Came through in wheelchair and went through 2 screenings plus modified pat down.(Had artificial implant).

9/22/2014 6:06:05 PM

Did not see my handbag during that time.

Upon arrival at destination in NJ I discovered my 2 credit cards, which were in my wallet, missing. I called a friend who had a key to my house in Fla., who checked that I had not left the cards on my dresser. Had to call cc companies to close the accounts.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 9/22/2014 3:58:25 PM Airport : HNL - Honolulu International Date/Time of Travel : 09/21/2014 3:45 PM Airline & Flight Number : American Airlines #8 Checkpoint/Area of Airport : TSA security check-point.
TSA Employee: (If Known) :

9/22/2014 6:06:13 PM

Comment : At the Honolulu airport yesterday, even though I have TSA Pre, I was subjected to a full body scan, patdown, and all of my possessions were searched. Later when I was sitting on the plane and I took my phone out. I noticed that the screen was broken (popped out). I assume this happend when the TSA agent jammed my belongings back in my bag. How can I get reimebursemnent for my dammaged phone? Thaks.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Submitted on Monday, September 22, 2014 - 18:03 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
Best Time to Contact :
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Durham
State: North Carolina
Zip Code (Post Code): 27713
Other:
Email:

9/22/2014 8:07:57 PM

==Incident Information==
When did this happen? 09 16 2014
Where did this happen? TEXAS - AUS - Austin-Bergstrom International
What happened?
Caller wants to file a complaint about the TSO and his supervisor at West Palm Beach. He traveled to Atlanta on Delta. He requested a hand inspection for the Camera and film as he normally does. He always asks for a hand inspection and the TSO stated he would have to submit to a pat down with a hand and xray inspection of his carry on baggage unless he allowed them screen it by Xray. His supervisor backed him up. He is a professional photographer and is quite irritated with this treatment. In 30 years he has never been subjected to this type of procedure. He has never been put through this.
He was at the checkpoint at 6:10 PM today. The flight departed at 7:07.

The TSO s name is (b)(6) and his badge stated he was a lead officer. He asked for his supervisor who was (b)(6) Concourse C TSA Checkpoint.

Will he have some type of contact about this incident?

9/22/2014 9:12:59 PM

Advised:

I stated I would forward this information to the CSM for review. I thanked him for calling TSA to notify us. I explained the CSM may or may not contact him

Airport--West Palm Beach
Date Time-09 22 2014 07:07 pm-
Bag Description—Blue bag Tamrac brand Camera Bag.
Airline—Delta
Flight #--1053

From: (b)(6)
Sent: Tuesday, September 23, 2014 1:28 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 9/23/2014 1:27:30 AM

9/23/2014 10:09:20 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Child Pat Down

Comments:

Dear Ombudsman,
Wanted to get a copy of the opt out policy.
Does not want to go through AIT and wanted documentation to prove it.
He wanted the information mailed to him, rather than emailed.
Then on to TSA.gov website he wanted me to walk him through step by step.
Rambled on about policies and procedures well after he had been given the information requested.

9/24/2014 10:03:07 AM

Advised caller:
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.

http://www.tsa.gov/ait-privacy

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/24/2014 7:42:20 AM Airport : PIT - Pittsburgh International Date/Time of Travel : 09/24/2014 7:15 AM Airline & Flight Number : UA3497 Checkpoint/Area of Airport : TSA Pre check lane TSA Employee: (If Known) (b)(6) Comment : I just went thru airport security. I opted out of the screening because I am 8 1/2 months pregnant and I have yet to see any studies showing that my baby will be unaffected by going thru the screening. When I asked to opt out to one of the agents he told (b)(6) who rolled her eyes at me and became very agitated. She then proceeded to try and talk me out of it saying it is just magnetic. She was very rude and made me feel uncomfortable because I simply want to take every precaution to ensure my unborn child's safety. Luckily she was not the one who performed the pat down, that lady was very nice!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/24/2014 10:10:49 AM

Feedback Type : Request for Information
Categories : Screening
Current Date/Time : 9/24/2014 5:50:07 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/24/2014 8:02:58 PM

Comment : Follow up on first email. Policy on travelers over 75 (I'm within a few months of 80). At DIA I passed through security without taking off shoes or jacket. At Atlanta I was required to take off the above although the agent knew my age. I received this reply from TSA: "TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means". There were no "anomalies" in Atlanta. I'm a retired Army Colonel and showed my ID through the security gate. I don't look dangerous or mysterious. Strange. I don't understand. Thanks for your service to keep us safe in the air.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint

9/24/2014 10:04:15 PM

Categories : Professionalism/Customer Service Current Date/Time : 9/24/2014 9:13:11 PM Airport : DEN - Denver International Date/Time of Travel : 09/24/2014 7:00 PM Airline & Flight Number : SW 3131 Checkpoint/Area of Airport : Main Security checkpoint for gate C TSA Employee: (If Known) : All of them Comment : Of the 4 employees I interacted with during my security check, none acted with even a semblance of politeness or professionalism. One lady gave repeatedly conflicted instructions, then was rude and aggressive when people were confused as to which instruction she wanted followed first, such as stay back/move forward, stay with your bags make a single file line. She actually clapped at people as though they're animals instead of simply getting their attention like a normal person. And was rude in telling people "you're not 75, take off your shoes" in nasty tones. The man instructing people through th X-ray machine was similarly rude and unclear, but made sure passengers bore the brunt of his inability to be polite or able yo articulate what he wanted people to do. Finally, your person who patted me down because I the pants I wore had zippers (incidentally i wore these same pants on the flight from PDX to DEN and had no issues at PDX) didn't bother to warn me of her intent to pat me down, just grabbed be from behind. There's no reason for you staff to not be trained in how to search items without surprising passengers with a groping. Additionally there is no reason why your staff is trained inconsistently. If my pants are ok in Portland, they should be ok in Denver. There is no excuse for your staff to be rude, sarcastic and demeaning. Their personal issues and impotent power trips do not belong in the workplace.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

9/25/2014 2:34:23 PM

Caller had an unpleasant experience. She is 80. Her husband was in the military and another relative with the UN. At Allentown-Easton, PA, last date she received the pat-down and nearly had a heart attack. They left on the 27th of August from Sanford and they had no problems. The same conditions and items were present at both locations, but one allowed her to go through the checkpoint while the other required the pat-down. She has had open-heart surgery and has an artificial knee.

Is the issue that you had the pat-down at all or with how it was performed?

With receiving the pat-down. Should she call Allentown herself...why is it done differently between them?

I can take your information and send it to the CSM at Allentown and ask them to look into the matter. Did the screener do anything wrong?

No, the screener did the job correctly. She explained what she was doing and even offered to allow caller to have a private screening performed. Caller advised that because she already felt violated, she declined the offer of a private screening and told the screener to proceed. Why was it necessary?

I cannot advise why you were patted-down. The screeners are obliged by law to clear any alarms via a pat-down.

Even if she is 80 years old?

If you are objecting to receiving the pat-down at all, I cannot advise that you won t ever be patted down.

Caller thanked me abruptly and disconnected.

Caller has a KTN she obtained and April or May. Caller stated that on her last two flights she has been randomly selected for additional screening which was a patdown when going through the PreCheck lane. Caller stated that this time she is not being selected for PreCheck at all and she is wanting to know why she is being selected randomly all the time and not getting her PreCheck benefits.

Advised caller:
1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? Yes- US Citizen
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes- Southwest-PHX
3. Have you received TSA Pre?™ in the past? Yes- She has just had issues on the last three flights.
a. If you have received TSA Pre?™ before, has anything changed? no

9/25/2014 2:43:21 PM

4. Do know your Known Traveler Number (KTN)? (b)(6)
5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? Yes- Verified everything is correct and matching.
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Yes- airline website.
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

If you are randomly selected not to receive PreCheck then it will not print on your boarding pass at all. Generally if you got through the AIT and there is an alarm then you would have to receive additional screening. I am not sure how you were randomly selected to receive the additional screening two times in a row. It sounds like there was an anomalies indicated by the screening technology. If you have the issue were TSA precheck does not print on your boarding pass at all several time in a row then that would be something that we could escalate and try to find out why but you were selected for PreCheck on the last two flights. I would recommend asking why you are getting the additional screening if it happens again.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/25/2014 1:38:10 PM

9/25/2014 2:59:41 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Arrived Los Angeles Int Airport on Flight # UA 935 from Heathrow London on 9/23
With contecting Flight UA6338 to San Diego on 9/23
Comments:On going thru security for flight UA 6338 to San Diego I requested pat down as feel the body scanners are suspect in the amount of radiation used.My luggage had gone thru screening with NO problems. At conclusion of pat down during which agent was only concerned about why she had not had a break, apparently the machine she used to detect anything showed positive. Supervisor came, Questioning why the first agent had not re checked my luggage before calling her. She checked mu luggage and asked the first agent to look thru my bags. She did this with NO respect at all for my belongings, trowing the contents out and even dropping my cell phone on the floor. Then supervisor told me I needed another pat down - all this happening within 10 mins of the first pat down and me standing in the same place. I started to ask questions at that time the Supervisor threatened me with the Police if I didn't shut up. I was treated like a kindergarten child, I am a 65 year old women and permanent resident of the USA and did not expect to be treated as a "suspect criminal". Even the 2nd machine they used to see if anything would be detected didn't work and the supervisor went a cross the screening area to find one that did. After nothing was then detected they just left me standing. NO OK to go or anything. So I packed everything up and went on to my flight.
I AGREE WITH DETAILED SCREENING AND HOPE IT WILL SHOW UP A SUSPECT CRIMINAL AS IT IS SURELY NEEDED IN THIS DAY AND AGE. BUT YOU NEED TO TRAIN YOUR STAFF AT LOS ANGELES TO AT LEAST TREAT PASSENGERS WITH SOME RESPECT AND DIGNITY, WE ARE ALL ENTILED TO THAT.

Dear Sir/Madam:

I'm writing this to express my disappointment with the way Korean air staff, wheelchair assistance personnel, and TSA agents at the security check point treated my father. He is 72 years old and has a diagnosis of Alzheimer's. He is in a stage where his brain has difficulty understanding and following simple instructions, and any minor change in his environment is stressful for him. In general, an Alzheimer's brain is incapable of processing language, communicating concerns and needs, and complying with the complex security screening procedures mandated by the TSA. Keeping this in mind, we had requested Wheelchair assistance with Korean air well in advance hoping that his travel experience would be comfortable and less stressful.

9/26/2014 8:37:53 AM

When we reached the airport we waited for 30 minutes to be assigned wheelchairs and an additional hour to be taken through security. I had instructed the wheelchair assistance personnel that my father has Alzheimer's, has difficulty understanding English, and that he would need assistance through the security process. Despite my instructions the personnel decided to take my father through the regular screening process. As a result, he was asked to remove his shoes, get up from wheelchair and forced to walk through the X-ray body scanner. There were multiple TSA agents instructing him to comply with the security screening process, which understandably my father couldn't comprehend. My mother, who was traveling with him, informed the TSA agents about his disability and difficulty understanding the English language due to his mental degeneration. Despite of this information, they continued to instruct him repeatedly and made him go through the scanner not once but twice. This experience overwhelmed him and made it even worse for my mother who was traveling with him all the way to India.

I fail to understand why TSA cannot accommodate the needs of travelers with Alzheimer's and other related dementia. I'm appalled at the insensitivity of the TSA agents and their lack of problem solving under such circumstances. I'd like to know, (1) why travelers on a wheelchair are made to get up from their wheelchair and go through the X-ray scanner, (2) In spite of knowing his condition why was he forced to go through the scanner twice, and (3) why other alternative security screening options were not explored for my father (e.g. manual pat down and/or other screening)? The bigger question I've is why is there no separate provision or accommodation for people with disabilities traveling through airport security check-in processes? And if exists, why was it used with my father?

Thanks,
(b)(6)

--
(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 9/26/2014 12:35:11 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/25/2014 2:15 PM Airline & Flight Number : Korean Air KE 020 Checkpoint/Area of Airport : Security checkpoint close to A gates - South End TSA Employee: (If Known) : Multiple Agents Comment : I'm writing this to express my disappointment with the way Korean air staff, wheelchair assistance personnel, and TSA agents at the security check point treated my father. He is 72 years old and has a diagnosis of Alzheimer's. He is in a stage where his brain has difficulty understanding and following simple instructions, and any minor change in his environment is stressful for him. In general, an Alzheimer's brain is incapable of processing language, communicating concerns and needs, and complying with the complex security screening procedures mandated by the TSA. Keeping this in mind, we had requested Wheelchair assistance with Korean air well in advance hoping that his travel experience would be comfortable and less stressful.

9/26/2014 8:40:05 AM

When we reached the airport we waited for 30 minutes to be assigned wheelchairs and an additional hour to be taken through security. I had instructed the wheelchair assistance personnel that my father has Alzheimer's, has difficulty understanding English, and that he would need assistance through the security process. Despite my instructions the personnel decided to take my father through the regular screening process. As a result, he was asked to remove his shoes, get up from wheelchair and forced to walk through the X-ray body scanner. There were multiple TSA agents instructing him to comply with the security screening process, which understandably my father couldn't comprehend. My mother, who was traveling with him, informed the TSA agents about his disability and difficulty understanding the English language due to his mental degeneration. Despite of this information, they continued to instruct him repeatedly and made him go through the scanner not once but twice. This experience overwhelmed him and made it even worse for my mother who was traveling with him all the way to India.

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Would you like a response? : True
Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, September 26, 2014 12:38 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 9 26 2014 12:37:30 AM

9/26/2014 8:40:23 AM

Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Bellevue
State:
WA
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/26/2014 3:20:11 PM

9/26/2014 4:10:42 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US CONTINENTINAL AIRLINES FLIGHT 455
DECEMBER 29 2013 TAMPA FLA 10.40 AM
Comments:I WAS SEXUALLY HARRASSED

Caller has the Global Entry card. A couple of months ago she went on a trip to Chicago and she got precheck going out but she didn t get it coming back. She stated she doesn t like going through the radiation so she has to get a patdown. She has to wait because it takes so long for a female to come and pat her down. Her complaint was that her things were out of her sight while she waited for the patdown. There were no officers standing by the conveyor belt watching her things. She asked for someone to watch her things and this lady started barking at her. She didn t have a description of her. She feels like her things are being put in jeopardy because it takes someone so long to come and screen her.

Advised:

No one gets TSA precheck 100 percent of the time. They will always do random screenings throughout the airport.

9/26/2014 7:59:37 PM

(TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Airport where the incident occurred: Ohare
Airline: American
Flight numbers: 1006
Date and time of incident: September 23 2014, 0745 am
What terminal or gate? Terminal 3
Individual s contact information email
None

Caller said she spoke to Delta airlines of some issues that happened to her and they referred her to TSA over one incident. Caller said that on 8-25-14 while going through the screening checkpoint at PIT a TSO performed a patdown on her and her shirt was lifted up and her legs were spread and she was humiliated and embarrassed. Caller was not alone but with a church group that included a male and felt that was uncalled for after she alarmed the WTMD she was asked if she had a metal implant and responded yes. Caller then was guided to the side to wait for a TSO and she requested if she could go through the AIT and the denied her request. Caller has never been denied and wants to file a complaint of the incident that occurred.

Told caller I do apologize she had a bad experience with TSA and asked her if she had informed the TSO of the knee replacement before the screening process began.

9/27/2014 1:57:57 PM

Caller said she was not aware she had to inform a officer.

Told caller we recommend passengers with metal implants should inform a Transportation Security Officer (TSO) before screening begins and if she knows she will alarm the WTMD to request to go thought the AIT.

Told caller I would forward her complaint to the CSM off the airport to let them be aware of the incident and she could also notify them and I would give her the CSM number.

Gave caller (b)(6) and once again apologized.

9/27/2014 5:06:34 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 9/27/2014 3:10:24 PM Airport : BOS - Logan International Date/Time of Travel : 07/22/2014 7:15 PM Airline & Flight Number : JetBlue #687 Checkpoint/Area of Airport :
TSA Employee: (If Known) : STSO (b)(6) Comment : Dear TSA Customer Support and Quality Improvement Manager,

I am writing to object to the actions of a TSA supervisor (b)(6) in a recent encounter in Boston Logan Airport. This individual acted in an arbitrary, unfair fashion that left me feeling humiliated and frustrated. All of which served no apparent purpose towards the TSA's mission of ensuring passenger safety.
The encounter began when a TSA employee removed three containers of cheese from my carry-on luggage. The cheese was neither liquid nor a paste, and thus should not have triggered any further inspection. The cheese was made for me by my mother and thus possessed significant sentimental value.

When the original TSA employee told me that I could not bring the cheese with me, I asked to speak to a supervisor and was handed off to STSO (b)(6) STSO (b)(told me that the problem with the cheese was, in fact, not the cheese but the containers it was in (which were standard, tamper-evident plastic commercial containers). This made no sense -- TSA has no rules limiting containers that contain solids. I offered to open the cheese containers so that she could that it was solid, but STSO (b)(6) refused.

Since I am a vegetarian, I frequently travel with food because the options in the airport or on the plane are extremely limited. I have traveled with peanut butter, hummus, soft lentils, tahini sauce -- all of which are considerably more liquid than cheese and yet I've never had a problem.

STSO (b)(6) told me that my only options were to throw out the cheese or to check it in my baggage. She then gave the time as being a half hour later than it actually was, making me believe that I was in danger of missing my flight and did not have time to check the cheese.

When I asked if I could take the cheese out of the containers and put it in different packaging or place it on a sandwich, STSO (b)(6) told me, "Not now that we've talked about it." A comment that was confusing and indicated that she was not making decisions based on a clear set of rules.

I then said that I wanted to file a complaint, and STSO (b)(6) told me, inaccurately, that there was no complaint process. When I pointed out that this could not possibly be true, she threatened me, saying, "If you want to file a complaint, I am going to make a copy of your boarding pass." She then said, "I am going to keep one of these containers of cheese and I will send it to the office so they can see that it is more than 3oz."

Finally, upset by the encounter, I withdrew to regain my composure. When I returned, STSO (b)(6) was gossiping with another TSA employee about our encounter and my desire to file a complaint. I asked her to reconsider the cheese and she told me, "I'll make you a deal -- I'll let you bring one of the containers on the plane," and she would keep the other two. Again demonstrating that her actions were entirely arbitrary -- if one container posed no threat, then neither would three individual containers

The entire experience left me upset and humiliated. Seeing this, two different passengers came up to me to sympathize with me, complimented me on trying to reason with the supervisor, and sharing their own frustrating experiences with the TSA.

9/28/2014 9:20:09 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 9/28/2014 6:19:34 AM Airport : EWR - Newark International Date/Time of Travel : 09/28/2014 5:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Terminal A, 10-18 TSA Employee: (If Known) :
Comment : This terminal is equipped with TSA PreCheck, but there was no lane available despite the morning rush hour. When I asked the TSA Agent by the line, I was informed that they had no lane open, but if I told them by the security screening station, that I would be treated as a PreCheck person.
When I got to the screening checkpoint, I advised that I was PreCheck, and I was told it didn't matter, everyone was going through the same screening. I was informed that I would have to remove my 'shoes' (Vibram footwear), and this meant walking through security barefoot. They were directing everyone through the backscatter machine, and I chose to opt out (one reason why I signed up for PreCheck). It took 5 minutes to be escorted back after choosing opt-out. When they came to escort me for pat down, I advised again that I was PreCheck, and I was informed that it did not matter.

The slow service and lack of a PreCheck lane made for an extremely frustrating morning.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/28/2014 1:13:13 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 9/23/2014 6:45 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest Ticket Counter checkpoint TSA Employee: (If Known) :
Comment : Re: Sept 23, 2014 passenger Complaint at Baltimore Washington International Airport (BWI)about the Transportation Security Administration (TSA) - Inappropriate Actions by TSA agents near the Southwest Ticket Counter Security Station at Approximately 06:45 (AM).

On Sept 23, 2014 I was subjected to abusive treatment and potentially denied boarding for questioning TSA agents. The specifics are detailed below. However, first are some questions/issues for upper level management.

General Administrative Shortcomings:

- Insufficient number of screening lines. Enough data and technology exists to optimally appropriate a sufficient number of screening lines based on passenger loads as a function of time of day at every airport. Why is this not happening? (I Observed 1 screening line in Baltimore for 25 passengers but 3 screening lines in Hartford for 5 passengers on 9/23/14.)

9/28/2014 9:20:15 AM

- Lack of the use of current technology to minimize wait times.No signage or maps showing locations, distances, walking times or directions to available security stations. No signage as to the number of screening lines available at such stations or the wait times at these stations. An example of such a technology are the parking lots that guide customers to empty spaces with illuminated signs showing directions to and number of empty spaces. Why not adopt this?

- No amplified sound system to make announcements. Why not?

-Faulty Pre TSA Screening philosophy. Pre TSA Screening should be for entire groups (i.e. all those on a single confirmation) of travelers or for none of them. Travelers do not like to be split especially families, with young and old parties. This preference of not being split negates the attempted benefits.

- Not using DOD ID numbers for contractors to allow for TSA prescreening. These individuals are subjected to the same screening DOD service members receive for active clearances. This includes personal and character reference interviews along with detailed application information with periodic reviews. The risk is much lower for these individuals then for randomly selected typical passengers. Why ignore this group?

-Equipment that does not function properly. Everyone gets patted down, and wanded. What good is the scanning equipment if it cannot be counted on to operate correctly a high percentage of the time?

-Poor training of staff who are, rude, overzealous, discourteous, not helpful, inconsistent in their screaming of information, and abusive of their authority (especially to delay or deny passenger boarding).

- Lack of proper training for agents to understand their stated purpose of SECURITY i.e. prevent terrorism not hassle travelers. They do not seem to understand that passengers resent being stripped, gropped and delayed even for the intended purpose when done in an antagonistic manner. Agents think travelers owe them something and use the threat of denying boarding inappropriately for very minor issues (such as answering a question with a loud or sarcastic voice). Respect is earned and if they show respect to the passengers they might get it in return.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/27/2014 9:30:21 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/27/2014 9:00 PM Airline & Flight Number : LO 27 Checkpoint/Area of Airport : Terminal 1 lane 5/6 TSA Employee: (If Known) :
Comment : This complaint relates to an employee of Allstate, an African American man in a light-blue shirt working in lane 5/6 at JFK Terminal 1 at 9:00 p.m. on Sept. 27 2014.

This man was standing at the end of the conveyor belt, near the explosive trace detection machine. He watched me intently as I received a pat-down. He made several comments to the TSA agent conducting the pat-down regarding a medical condition in my left elbow, comparing the appearance of my two arms as I had them extended. His comments were inappropriate and highly unprofessional.

9/28/2014 9:20:37 AM

I raised my concern with the checkpoint operator (b)(6) who said she would convey my concerns to his manager. While I understand this man is not a TSA employee, TSA is responsible for the checkpoint and should not tolerate disrespectful behavior from anyone towards a passenger with a medical condition.

All of the TSA officers I encountered were courteous and professional, particularly (b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Complaining about receiving a patdown after he has told them he has an artificial hip.

9/28/2014 10:08:56 AM

Tried to explain that all alarms must be cleared.

Caller still did not like the answer.

Provided caller with the e-mail address for Seattle-Tacoma CSM, (b)(6)

Caller says that his fiance was given a pat down by a male TSO at IAD who claimed that there was no female TSO available. He states that his fiance was not given the option of a public screening and that she felt violated and that he is going to get a lawyer.

Advised caller:
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.

9/28/2014 5:19:34 PM

Flight information:
From to: IAD to SAN
Flight date time: 9 28 5:15 pm
Flight number: (not provided)
Airline: United
Airport: IAD
Gate: (not provided)
TSO: male
Email (b)(6)

9/29/2014 8:21:49 AM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/29/2014 7:15:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 09/29/2014 6:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : McNamara Terminal lower level TSA Employee: (If Known) : Female (X2) Comment : I tested positive on the hand swab test. After further inspection of my bag/shoes I was told I would need to go to a private room for a "pat down." I asked if I may put my (already off and scanned) shoes back on to walk across the floor. They said no. I asked why and they could not provide a rationale. I noted that people walk off a farm and into this area, that I wear shoes that I know will clear the PreCheck scanner. The TSA worker argued with me that that isn't possible because I don't know if I'm going to get PreCheck until I get here. This is a clear indication that this person doesn't understand the context in which she works. This was backed up by not being able to provide a reason (law, rule) for needing to walk barefoot across a dirty floor. The entire interaction seemed very disorganized and unprofessional. Upon getting to the "back room" we had to wait for at least 3 TSA workers to vacate. This seemed quite non-standard and haphazard. I was anxious because of this. Passengers who require this level of extra check should receive preprinted material about what to expect and the rules that back up the "procedures" in place. This lasted more than 10 minutes which seemed excessive considering what was actually conducted. Based upon this experience, I have distrust and low confidence in TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew yesterday from San Diego and her plane was delayed so she went from San Diego to San Jose to Colorado. TSA went through her checked bag which she does not understand. She cannot find her insulin.

9/29/2014 11:57:23 AM

Airport:San Diego
Airline:Southwest
Flight Number:Not Sure
Date and Time:September 28th at 2 pm
NOI:Yes
Baggage Claim Number (b)(6)
Description of Bag:It is red Chemical Reaction suitcase with black stripe on it. Kenneth Cole bag.
Name of Person involved:It was in her name.

I apologized to the caller and told her that the Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded 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.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
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.
I did tell her that we recommend carrying medication with you in carry on.

She asked if after you go through the AIT why you have to be screened again.

I told her that if there are any anomalies of AIT screening then you do have to receive a patdown to clear the anomaly.

She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

9/29/2014 1:36:20 PM

I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. 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.

At airports nationwide, TSA has implemented 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 help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/29/2014 1:49:59 PM

9/29/2014 2:34:46 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Airline flight 605, McCarron, Las Vegas, gate e15 on 9-25-14 @ 1:15pm, flight to Seattle
Comments:My husband is 62 years old, dying of stage 4 lung cancer, was in a wheelchair when boarding and was patted down merely because he could not walk fast enough thru the metal detector? He is frail & looks it, he has only about 4 months to live. I did not get the TSA agent name or number, but my husband is 6"2" and this guy towered over him. We followed all the rules, his keys & phone etc were in his bag, which gets pulled because of his cough medicine anyway & we are okay with that, and when tested in both Seattle & Vegas, was allowed thru. We do not appreciate bullying. We thought you people were all past that, but apparently not. My husband can hardly stand up, yet was made to stand up while he was patted down. His legs & feet are tremendously swollen, due to the 10lb sarcoma that was removed from his buttock a year ago. His knees are weak & painful when standing, ergo the wheelchair. It is also obvious he is just getting his hair back after chemotherapy. We understand rules & regulations, we do not appreciate someone purposely bullying the elderly & obviously frail. This agent should be ashamed of himself, but probably does not have any feelings for anyone or anything. We are glad this will be our final flight ever, mostly due to the treatment, knowing no one is actually safer anyway, it is all bells & whistles & illusions. The person from Alaska airlines, helping with the wheelchair can confirm the pat down & possibly identify the TSA agent. I am truly disgusted by his actions.

Submitted on Monday, September 29, 2014 - 16:02 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact :
- 09:00 am - 11:00 am
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Boston
State: Massachusetts
Zip Code (Post Code): 02114
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 09 29 2014
Where did this happen? SOUTH CAROLINA - CHS - Charleston International Airport
Disability Description: Caller has a knee implant.

Information Request: He wanted to know if he could go through PreCheck if he had the metal implant.

9/29/2014 4:25:49 PM

Response Details: I told him he would still be able to benefit from the program by not having to remove his 311 bag, computer, light outer jacket, belt and shoes. I told him that if there was an alarm or an anomaly, then he would have to have a patdown.

9/29/2014 5:17:12 PM

He stated that the patdown negated having PreCheck.

There is no reason TSA cannot find a way to put something in the system that states he has a metal implant. Caller said it makes no sense.

I said that technology has not been developed so that we can use it. He said that he did not believe that because he was asked from another organization if he had metal implants, he said yes, the person said he would enter it into the system and they did.

I told him I did not have an answer for him. He asked if anyone else had called in about this issue. I told him they do but then make a decision about whether or not they want PreCheck.

Caller ranted about not being able to get an answer for his questions, that no one had emailed him back, if he needs to call his Congressman or the president to get this ball rolling. He said someone needs to fix this issue.

From: (b)(6)
Sent: Monday, September 29, 2014 4:24 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 9/29/2014 4:24:04 PM

9/29/2014 6:28:21 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Humiliating Experience by TSA officer Sept. 27/14

Comments:

September 29, 2014

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/29/2014 6:55:20 PM Airport : SFO - San Francisco International Date/Time of Travel : 09/29/2014 3:15 PM Airline & Flight Number : VX746 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) : middle-aged black female Comment : Every time I fly, it's the same drill, put my stuff in the x-ray, and opt out when I am asked to go through the body scanner. But this time, I started to put my stuff in the scanner, and while I was pushing it in, asked the TSA agent if I would be asked to go through the body scanner. She answered yes, and I asked to opt out. She then yelled at me, "don't put your stuff through then! Take it out!" I replied "Okay, but one of my bins has already gone through." "I can't help you with that! Put your stuff under there and sit down back there."

I did so, trying to comply with what I thought was a very confusing situation, different from every other TSA checkpoint that I have ever been through. After a minute I realized I couldn't see my possessions that had made it through the scanner, and I stood up, so I could see them. Growing wary that my bin with my wallet, my phone and all of my money was out of my possession for so long, I asked if my bin might be returned to my possession, so I could keep an eye on them. She said that she couldn't do that and I expressed my objection that my items were supposed to remain within view at all times during the opt out process.

9/29/2014 8:08:04 PM

She said "you shouldn't have put them through, then!" I said, "how was I supposed to know that I wasn't supposed to put them through? Every other airport I've been to does the opt out that way--" and she cut me off with "I don't know how other airports work, I only work at this one." I asked "So where was the sign that said 'If you're going to opt out, don't put your items through the scanner until instructed?" And from that point she simply ignored me.

I eventually did get instructed to put my items through, and was given a pat down by a relatively professional male agent, and I did get my items returned, but my items had been far out of reach and out of view for several minutes behind other bags that had piled up at the end of the belt. There was no signage to indicate the procedure was different here from literally every other TSA-run checkpoint that I have been through since the introduction of the body scanners, and I feel that it was very unprofessional for her for essentially berate me for not "reading her mind" and knowing these unwritten rules.

Additionally, if the TSA screening experience is not going to be consistent from airport to airport, there need to be clear signs that indicate what the special circumstances are so travelers such as myself don't get caught up in not following special unwritten rules.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said she has traveled 2 times in the last month and she had items confiscated out of her bag but she was not told they were going to take it out. She said both times she had a patdown search and she does not see her bag each time. She said for a brief moment while she is waiting for a female TSO, her bag was out of her sight. She said both times she was missing a facial moisturizer. She said this was at the checkpoint. She said both times it was in the clear quart bag. The container of moisturizer was in a 1.7 ounce container. She said it was not in her bag and TSA took it out but they did not tell her. She said she did not want to file a claim but report this. She said when she had the patdown, that was when the item went missing. ALSO: Caller said she thinks she is on a watch list and asked if we could tell her. She said the first time this happened, on her other flight, she flew from DFW to Harrisburg and it was fine. When she came back on flight #1908 from Harrisburg to DTW, that is when her item was missing. She said she did not have all her flight information for that flight. She said she is just reporting the flight on Sept 29th from ORD, not the other flight. ALSO: She said she used to get pulled out all the time for extra screening. She said she does not want to go through the AIT machine. She said she is afraid she will damage her eyesight. She said they tell her if she does not want to go through the AIT, she will need to get a patdown. She said they will not let her go through the WTMD. ALSO: She said she was taken off a plane once and they told her there was something wrong with her ticket. She said the plane left without her and they told her there was nothing wrong with her ticket after it left. She said she may get a doctors note. She said she tells them she has an implant in her eye. She said before when she went through the AIT it did something to her eye and she could not see out of the eye for a little while. She said she had to get help getting to her plane.

9/30/2014 12:32:14 PM

RESPONSE: Advised caller TSA is to tell you if an item is not allowed. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item and that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident. You can have a note from your doctor but it is not necessary. Tell them you have an implant in your eye. ALSO: TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. ALSO: When you go through screening and you do not want the AIT machine, you cannot request the WTMD. You would have to have the patdown procedure instead.

Date and Time of Flight: Sept 29th, 2014 Departed at 2:00 p.m. Went through security between 12:15 and 12:30 p.m.
Gate or Terminal: Delta Terminal Gate E 9
Bag Description: White and Black, Kippling Bag, regular carry on size, canvas bag duffel shaped, no wheels, 2 straps larger strap. She was wearing black pants, peach and beige blouse with a gray sweater over it and a plaid scarf, sunglasses on her head
Airline: Delta
Flight Number: 1908
Airport: Ohare
Email: (b)(6)
Caller stated he flew from Denver to SFO and the caller is an airline pilot. Caller stated he went through the checkpoint and he had to have a patdown and the caller stated the screener touched his private parts and the caller stated he hasnt heard anything about his complaint. Caller wants to know where he can go on our website to fill out a formal complaint.

9/30/2014 3:44:51 PM

Advised caller we forward his issue to the CSM manager at Denver airport on 09-19-2014. Caller stated he hasnt heard anything and the caller wanted the name and number of the CSM at Denver airport.

Name: (b)(6)
Phone:

Advised caller a formal complaint would have to be made in writing and sent to headquarters. Caller didnt want that information. Caller wanted to know where he can go to send a formal complaint on our website.

Email: TSA-ContactCenter@tsa.dhs.gov
http: www.tsa.gov contact-us

From: (b)(6)
Sent: Tuesday, September 30, 2014 11:25 AM
To: TSA-ContactCenter
Cc: (b)(6)
Subject: (b)(6)

Hello,

The attached complaint regardsTSA issues.

Thanks,
Donna
Case Number: (b)(6)
Consumer Information
Inquirer Type
Name
Address
E-mail Address
Office Phone
Home Phone
RR
(b)(6)
(b)(6) BELLEVUE WA 98006
HYPERLINK (b)(6)
(b)(6)

9/30/2014 4:08:46 PM

AA
(b)(6)
(b)(6) BELLEVUE WA 98006
HYPERLINK (b)(6)
(b)(6)

Submitted on Tuesday, September 30, 2014 - 14:11 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Profiling
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: Separation of a minor from parents without notification or consent.
Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address (b)(6)
City: Olive Branch
State: Mississippi
Zip Code (Post Code): 38654
Other:
Email (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complaintant Information==
Relationship with Complaintant: Father
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant (b)(6)
City: Olive Branch
State: Mississippi
Zip Code (Post Code): 38654
Other:
Phone No: (b)(6)

9/30/2014
4:10:29
PM

Caller said she filed a complaint on Sept. 7 at the TSA checkpoint at Houston Intercontinental with the supervisor and wants to follow up on it. She said she also gave a copy of her complaint to United Airlines and wants to know if we did anything about it. She said the Officer she had the complaint on was Supervisor (b)(6) and his ID # is (b)(6) and that she was at terminal C 31. She said she is going to put this complaint on Facebook and Twitter and that she left her cell phone # and email address at the checkpoint and never heard from anyone. She said she will go to the media if she has to and said Officer (b)(6) was rude and disrespectful and that she was in tears. She said he ruined her hairdo and she said the other workers told her to report this but she did not get their names. She said her zipper bag was ripped but she is more concerned about the humiliation. She said the Officer was screaming at her and that there was an issue with her suitcase. She said he ruined her $150.00 hairdo and that she had pins in her hair. She requested that we email the claim form to her. She said she has pictures of herself and her Daughter crying from this incident and she said the Officer would not let her have a patdown and she said she had 2 bottles of juice in her bag that the children did not finish and she forgot to throw them away. She said this did not happen in NY and she said that Officer (b)(6) was unapologetic.

Complaint:CSM

Claims Complaint

Airport:Houston Intercontinental
Airline:United
Flight Number:1530
Departure Time: 09-07-14 at 3:35 pm
Arrival Airport and Time:LaGuardia at after 10 pm
Location: security checkpoint
Terminal: C 31
Gate:unknown
Contact (b)(6)

9/30/2014 6:07:36 PM

Response:I advised her that I will refer this to the CSM at the airport.

To protect a passenger's rights under Federal law and to file a valid claim, travelers 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 occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

From: (b)(6)
Sent: Tuesday, September 30, 2014 8:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/30/2014 8:32:26 PM

9/30/2014 10:00:09 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint response

Comments:

This is the response I received from my complaint...
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 9/30/2014 11:20:01 PM

10/1/2014 9:11:29 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Arrived Miami on at 0545 on 30 September flight LAN XL 516 , to connect with AA 61 to DFW. Went through security in Miami to get to Gate 26 Before I went through the scanner, I informed the officer "controlling the flow" that I had a metal prosthesis in my arm and leg from service and would (and did) set the alarm off. She was very pleasant and asked that I wait for an officer to do a pat down. That's when I encountered Officer (b)(6) who "yelled" something I couldn't understand and when asked him to repeat it, he became very belligerent. Then, when the first officer had me go through the scanner again, (b)(6) snapped"don't you move from here". Another officer finally came over and conducted the pad down and thanked me for my cooperation.
Comments:Because I know I'll set off the alarm, I always cooperate with the officers as I did this time. (b)(6) attitude/conduct was clearly out of line. I don't know what screenings are given TSA candidates nor classes dealing with the public and common courtesy, but (b)(6) must have either missed them or is in dire need of remedial training. I looked for a supervisor-none was available to report this situation.

Feedback Type : Complaint
Categories : Missing or Damaged Items; Lost and Found Current Date/Time : 10/1/2014 12:34:13 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/28/2014 3:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : South Security Checkpoint TSA Employee: (If Known) : Two very nice African American males Comment : While passing through the Checkpoint, my laptop was routinely swabbed for explosives and an "ALARM" was triggered by your screening computer.

I received a full luggage inspection and rear-of-the-hand pat down. I did not request a private screening because I didn't care. However, after the initial pat down, I was told by a Supervisor that I needed to be taken a private screening area for a full front-of-the-hand pat down. Again, fine with me.

10/1/2014 9:13:15 AM

The problem is, I was so flustered by the unusual experience that I got home to Los Angeles and realized that some of my belongings were not put back in the suitcase after inspection.
There was a plastic black bag that contained several personal items, including my $200 Gillete Electric razor, approximately $80 Electric toothbrush, two prescription medications, a retainer, and a number of other personal care items. This was noticed immediately upon opening the suitcase at LAX.

Thinking back on it, I do remember seeing the TSA officer who searched my bag on the luggage table remove the plastic bag and place it in a waist-high metal cabinet that was located immediately below the area where luggage is opened. I'm sure if you go to that metal cabinet or review the cameras you will see it.

I am not angry at all. The Officers were cordial and polite and I am more than happy to cooperate. However, I do need to receive my items back. I believe it was a 100% honest mistake that occurred after I was taken to the private screening area. I am happy to take delivery of the items at my home or office if you could please ship them to me in Los Angeles. Please contact me for address, etc. Thank you for what you do to keep us safe while travelling Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/1/2014 12:13:42 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/30/2014 7:45 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) (b)(6) & others Comment : Complaint originates from missing a flight when TSA had the power to prevent me from doing so. Alas, the complaint follows as my attempt to submit feedback was resented.

First half - missing the flight:
Was business class, regular flyer, and everyone was aware of the urgency. They failed to take any of many steps what would have prevented issues.
* No acceleration in line for baggage screening.
* No offer of using the empty pre-check line.
(Have been through pre-check half a dozen times in the past, nothing new or threatening.)
* Took a long time to get a pat down.
* Person to pat down (b)(6) seemed to be annoyed by my anxiety and went slowly. She also seemed to jeer at the fact that I was opting out.
* Asked and no one was willing to go the ten feet to the gate to inform them of my presence. (Literally the gate next to the TSA.)
* Told repeatedly "You will make it" as they did little of what was in their power to help.
Thus, we end with a vastly avoidable missing of flight.

10/1/2014 9:13:23 AM

Second half - unnecessary aggression, rudeness, and unwillingness to give means of submitting feedback:
(b)(6) was the supervisor at the time.   Number on the shiny badge was (b)(6). She was blatantly insulted that I had come back for feedback. Seriously took things personally although I had placed no accusations.
* Attempted to calm her, saying it wasn't against her but the response was a whole lot of attitude and aggression from her.
* She tried to initiate an argument with me in zealous and demeaning logic to pressure me from filing feedback. There were no disputed facts and no reason to discuss, never the less argue, and had to repeatedly disengage her back to my actual request of merely a feedback form. She really, really wanted to verbally fight.
* Asked for a feedback form. Was told it was only online. (Delta help desk said that wasn't the truth.)
* She really
* Asked for a supervisor. She said she was supervisor and would not provide me with her boss nor another to speak to.
* Answered a phone while I was actively talking to her and trying to get her name. (Was told by another, nicer officer that her boss is likely (b)(or (b)(6)) Was absolutely stunned at the unprofessional conduct. Have never found anything this bad in my travels. (Complete 180 from the wonderful people and actions I see at Sea-Tac when I fly there for work. They all deserve serious awesome props.) Thank you for your time (b)(Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

You didn't answer my question – you just sent a canned response.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not....

10/1/2014 12:14:52 PM

Blah Blah Blah

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

10/1/2014 2:12:24 PM

As I was trying to catch a plane from flint Michigan.American Airlines as I was going the airport I had to go thur the tsa checkpoint.From DPS so I show the tsa agent my tempory license that I have in my pockethe say he doesn't even know that the state of texas will give something to individual in the state of texas my license had all of the informantion. There is a 1800 number on the license and when it spries.I asked the supervisor was there a problem he I never seen a temporay license.i said that's what the texas give you when changing your address. This said to me im going to make you go thur additional patdowns. To make sure that you don't illegal stuff in your bags.this supervisor need to and the tas agent need to be trained on the properly way to identifying divers licenses from different states this licenses was olny temporary licenses and it saids that this super was mush over stepping over and beyond his means there was nothing in my bags that was would indicate that there was an explosive in my bags. The rules supervises & tsa agent need to know about licenses from different states.

CONFIDENTIALITY NOTICE: This document accompanying this email transmission contain confidential information belonging to the sender that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information to any other party and is required to destroy the information after its stated need has been fulfilled. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this email in error, please notify the sender immediately to arrange for return of these documents.

10/1/2014 2:13:54 PM

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 10/1/2014 12:06:02 PM Airport : EWR - Newark International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a seventy-one year old woman with a replacement hip. While I understand the need to check this out, I would like to suggest that carryon luggage, which has already been checked be brought by the agent patting down the "suspect" to the checkout area.
I had the experience in August of a wonderful agent, who brought my handbag and carryon bag with us. At all other pat downs I was forced to leave my bags unattended where anyone could have stolen money and or documents.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager