Submitted on Friday, June 12, 2015 - 22:05 Submitted by anonymous user (b)(6) Submitted values are::

Feedback Type: Complaint
State: Wisconsin
Airport: WISCONSIN - MSN - Dane County Regional
Date of Travel: 06\11\2015
Time of Travel: 1:45 pm
Airline Flight Number:
Checkpoint \ Area of Airport: TSA PRE check TSA Employee:
==Complaints==
Complaint Feedback:
- Civil Rights \ Civil Liberties
- Screening
Complaint:

6/13/2015
9:17:55
AM

12 June 2015

From (b)(6)
To:Richard Spencer, AFSD, TSA, Dane County Airport, Madison
Wi.

Cc:TSA.GOV

Subj:Security check point incident; complaint about

Date: 11 June 2015
Time: approximately 1330 to 1430
Location: TSA PRE check station, Dane County Airport, Madison,
Wi.

Submitted on Friday, June 12, 2015 - 21:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: New Jersey
Airport: NEW JERSEY - EWR - Newark International
Date of Travel: 06\01\2015
Time of Travel: 9:30 am
Airline Flight Number: American 4343
Checkpoint \ Area of Airport: Terminal A TSA Employee:
==Complaints==
Complaint Feedback: Professionalism\Customer Service
Complaint: I went through the metal detector checkpoint for screening on 6\1 for my flight (4343) and was randomly selected for additional screening a quick pat down fine. But I was concerned as I always am about my personal items sitting on the roller shelf after the x-ray with strangers all around and I am not able to visually see my property. This is usually not a big issue since the screening is normally very quick and I am at the other end of the x-ray machine to get my property when it comes out. This time; however, because I was asked to stand in a glass box and wait for someone to do the additional screening, my property was left un attended. When I tried to ask the Black female TSA officer who asked me to step into the box, what was the process and express concerns about my property she did not respond. She was trying to communicate with someone who didn t speak English well but she should not have attempted to deal with that passenger until she had addressed me. Not knowing if she heard me or not I tapped her on the shoulder to get her attention and speak with her about my property. She then said I heard you and said don t do that. I don t know what she meant by that. About a minute later a male TSA officer came over to pat me down and I went to retrieve my property. The event of flight travel is

6/13/2015
9:17:58
AM

Submitted on Saturday, June 13, 2015 - 16:26 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - AUS - Austin-Bergstrom International
Date of Travel: 06/13/2015
Time of Travel: 5:00 pm
Airline & Flight Number: Jet Blue 1417
Checkpoint / Area of Airport: Station for gates 14-25 TSA Employee: Unknown and unwilling to give name

==Complaints==

Complaint Feedback: Disability or Medical Condition

Complaint:

6/13/2015 5:19:42 PM

Traveling with mother who has a metal clip in her head due to brain surgery. She requested a pat down and after 15 minutes of her standing and waiting the TSA agents with their vast medical background determined and I quote, " she is crazy that isn't an issue, there is no medical condition that the scanner is would impact." The point is her doctor advised her to request the pat down. She was doing as advised. Why should she be berated and treated like she is a nuisance when she is simply requesting the TSA agent to do a function of their job??? Understand they must adjust but to be totally rude and speak unintelligently about something they have no medical background knowledge for is crazy. Unfortunately this is typical of the Austin TSA.
What can be done so that they can stop humiliating my mother?

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)
Phone Number: (b)(6)

Submitted on Saturday, June 13, 2015 - 16:16 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Massachusetts
Airport: MASSACHUSETTS - BOS - Logan International
Date of Travel: 06/13/2015
Time of Travel: 4:10 pm
Airline & Flight Number: Us 2127
Checkpoint / Area of Airport: Terminal b, main TSA Employee: Blonde woman

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/13/2015 5:19:47 PM

Complaint: My wife is pregnant and did not want to go through the metal detector and she found a lot if resistance from a blond female TSA agent. When she refused to do it and asked for a pat down instead, the agent became aggressive, clearly upset, and did a very rough pat down inspection.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/24090

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: 6/14/2015 1:46:10 AM

6/14/2015 9:20:43 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spirit Airline
Flight #813 to DFW 5.29.2015
Comments:I would like to make a formal complaint regarding a TSA employee that I encountered at Tampa International Airport. On Friday, May 29, 2015, I approached the security check in at approximately 11:30 A.M. The agent who conducted my pat down was a fellow named (b)(6) I asked (b)(6) how his day was going. His response was, "Why do people ask that?" Unshaken, I responded that it was to show people I care. He further responded by saying, "No! That's the most annoying question to ask. It's "Hi." Get your shit and leave." He conducted his security pat down and told me to wait. He then walked off and stood joking with a coworker for about five minutes. When he came back, he said, "Oh, you're done." And then in an incredibly condescending tone, he asked, "How is your day going?

I was appalled at this incredibly unprofessional and rude behavior. (b)(6) is obviously a person who does not like or deserve his job. There must be other qualified candidates who would love the opportunity to have gainful employment with a government agency. This sort of treatment to travelers at a busy airport is unacceptable.
Submitted on Sunday, June 14, 2015 - 11:39 Submitted by anonymous user (b)(6) Submitted values are:

6/14/2015 1:13:10 PM

Feedback Type: Complaint
State: Kentucky
Airport: KENTUCKY - CVG - Cincinnati/Northern Kentucky International
Date of Travel: 06/13/2015
Time of Travel: 1:00 pm
Airline & Flight Number:
Checkpoint / Area of Airport: security checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint: During our flight yesterday my wife stated she did not wish to take the body scan portion of the security screening.My wife is pregnant with our first child and since it is a high risk pregnancy our Dr asked her to skip the body scan and just do the metal detector or pat down portion. The agent seemed annoyed and explained to her to tell the next agent she requested to "opt out". She was passed through quit quickly and I met her on the other side while collecting my things. While retrieving our items, a male TSA employee approached us and stated there was a service to become a preferred member and skip some security measures. He tried explain about radiation and how the scanners were perfectly safe. (which I agree with). My wife and I explained we would not be traveling anymore through the pregnancy and once the baby was born she would return to her normal routine of taking the scanner. HE appeared to get very annoyed at me and began telling my wife how our doctor was a "quack" who had no information training to back up her claim and should have not had my wife get such an evasive pat down. I as watch my wife get noticeably uncomfortable I tried to make her laugh by explaining

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/14/2015 4:21:46 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/14/2015 1:45 PM Airline & Flight Number : AA2328 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/14/2015 5:04:43 PM

Comment : Literally hundreds of people lined up and there are only two screening gates open and off a very long time, only one TSA agent processing IDs and boarding passes. Multiple agents just standing around, some blond-haired guy (who I assume was the one in charge) just standing there barking at people in a fairly sarcastic manner. Then, after passing through the scanner a couple of agents arbitrarily frisked people...even though I had passed through the scanner without any issue, one agent had me extend my arms so he could pat down my rolled-up right sleeve (though apparently my similarly rolled-up left sleeve didn't pose a threat).

While I recognize the need for security, the TSA almost makes me ashamed to be an American. The rudeness and unprofessionalism I witnessed was unacceptable. Based on my experiences, TSA deserves all the criticism it gets. The TSA has been around for 14-15 years and still seems arbitrary, disorganized, unpleasant and thoroughly 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

I have a short story to share about the way I was treated today at Tampa International Airport by a TSA Agent. I am a frequent traveler and rarely do I have issues with security or getting through there in a timely manner. I have traveled overseas to countries in Europe, Canada, and Mexico as well as been to the West Coast several times. Each year I go to Florida for a week and spend time with family friends. This year was no different until I tried to come home this morning. There was only one security line open, but it seemed to be moving rather well. I had arrived in plenty of time to get some breakfast and coffee since I had a 7:00 am flight. When I was second in line to have my boarding pass and ID checked, they decided to open a second line. On my way there, a TSA agent named (b)(6) asked me to hold out my hands so she could swipe them. Since I go to FL every year, this did not surprise me. What did surprise me, was when I proceeded to put my stuff on the belt, she yelled out that she had a HANDS ALARM and to PULL THAT LADY FROM THE LINE. First, that is embarrassing and second, her swab was obviously done incorrectly. At no time in my life have i dealt with explosives, much less at 6:00 am on my way to the airport. She pulls me aside and proceeds to tell me that she needs to do further scans and will need to do a full body pat down. WHAT? This is ridiculous. I went in to the x-ray machine and there was nothing there. All of my bags went through without any concerns and she rummaged through all of my stuff out in the open for everyone to see. The whole time she is on this POWER TRIP and taking her time knowing I wanted to go get something to eat. (b)(6) the supervisor, was not available to accompany her and so I had to wait even longer. Finally, another female came over to escort us to the "pat down" room. It was most uncomfortable and (b)(6) was staring at me the whole time, obviously enjoying putting me through this. I was physically upset and by the time they finished with me, I had just enough time to get to my gate and board the plane..... without breakfast or coffee.

How is it that a single, 45 year old, frequent traveler has to endure such an ordeal when a guy on the plane behind me was telling about how he had a magazine (ammunition) in his pocket that they took from him, but he didn't have to go through all I did??? How does that happen? It was humiliating to have her continue to tell everyone she could not help them because she had a hands alarm she was dealing with..... as if, at any moment she expected me to blow the place up. I did NOT like her attitude, tone, or power trip she was on.

6/15/2015 8:49:21 AM

I looked for her badge number, of course, it was upside down.... But I believe it was: (b)(6) or (b)(6) Not really sure about the last 2 digits order. Something needs to be done about this. I did NOT touch anything that was NEAR explosive related so there is obviously a FLAW in the hand swiping system. She swiped or swabbed everything I owned pretty much and NOTHING was found. I would like to know what the statistics are on the number of people who actually are found to have explosives on them after having their hands swabbed? Is this a relevant thing to do? I am your everyday average run of the mill school teacher wearing a polo shirt and long jean shorts carrying my school bag with my souvenirs in it to bring home when in ONE instant EVERYTHING changed. My whole day was upsetting due to what I had endured. I hate the thought of other innocent people having to go through that.

I would really like to bring charges against this woman because no one else verified that my swab or swipe was positive for explosives. Why didn't someone else swipe me to see if they got the same results? Why not ask me what some things were that I had been in contact with in the last 24 hours? She picked me out of the crowd, and took off on a power trip. It was obvious she was targeting me since she had not swabbed anyone else until I got up there. She even made the comment, "OH, got a positive hands alarm on my first one of the day". I am still very upset about the pat down when I had done everything else they had asked of me and there was NOTHING to indicate I had explosives.

Please, help me understand why I had to go through with this and how I can file a complaint to the correct people about this woman. Thank you very much.

(b)(6)

HYPERLINK (b)(6)

3rd grade teacher

1st Incident:

REASON for the call: Upon departure of TPA to Midland the caller was subjected to an invasive patdown of her breasts after a possible ETD alarm of a brace on her right arm. The female TSO appeared to have done nothing outside of SOP, even offering a private screening, which was declined by the caller.

Date Time: June 2 2015 at 9am
Gate Terminal: Does not remember
Airport: TPA
Airline: SW
Flight #: Threw it away

6/15/2015 8:53:44 AM

2nd Incident:

REASON for the call: The caller arrived from Midland to TPA and found her make up and hygene liquids destroyed inside her checked bag. An NOI was not present.

Date Time: 6-14-15- 12:45 pm
Gate Terminal: Gate 4
Airport: Midland
Airline: SW
Flight #: 987
Bag tag # (10digit) (b)(6)
Bag Description: Blue
Missing Damaged item description: All of her make up was destroyed.
NOI: No.....

6/15/2015 10:25:33 AM

Hello.
I picked up a TSA customer comment card at Dulles airport on Sunday 14th June following our experience there. I am emailing my comments as I did not have time to drop the card off as we had to make a connecting flight.
I was travelling back to the USA with my wife (US citizen) and 16-month old son after a 7-8 hour flight from London, England. The flight # was UA 919 and we arrived at around 3pm on Sunday afternoon.
I myself am a permanent U.S. resident (green card) and have been for a number of years.
On arrival, we were directed to join the U.S. citizen and green card holder lane. This was the first time we have used the electronic entry system. After waiting for 30 minutes or so in line, I found it very frustrating to complete the electronic immigration process. The machine was having problems reading my fingerprints for some reason. I did eventually get a receipt for myself and one for my wife and son, but this took some time. Try taking a pictures of a 16 month old who has been on a long flight and you will see what I mean.
We were then directed in any case to a manned immigration point in any case, like we would have experienced before the electronic system. We then had to go through the whole process (fingerprinting) again.
So my 1st feedback is - why not just direct green card holders (or family groups) directly to manned checkpoints on entry to the USA? This would have made the entire process much faster and easier for a family group such as mine.

We then spent about 30-45 minutes waiting in line again after collecting and dropping off our checked bags in order to go through another security checkpoint. By this time, other inbound flights were building up a long line of people. The temperature in the waiting area was oppressive (it was 90F outside, but the HVAC system did not appear to be able to cope with the number of people waiting.
There were only 2 body scanners operational, even though other walk-through scanners were available, and it was taking a long time to get people through. I understand that this security screening is a necessary part of aviation safety.
However, when I eventually got to the front of the line (carrying my 16-month old), we were directed to one of the walk through metal detectors. I then had to have a hand screening, and for some reason the machine registered a positive test. So it was then on with a bag search and a body pat down which took about another 15 minutes to complete. During this time my son was becoming increasingly anxious and distressed.
Although the TSA staff were only doing their job and acted very professionally, this sort of invasive screening seems excessive. If it is deemed necessary to check the hands of someone carrying a young child through security for residues of explosives or other chemicals, then why not at least do a second test with the analyzer before implementing further checks?
And please do something about the HVAC system at Dulles airport in the TSA areas.

We have flown through Dulles airport on international flights aswell as other U.S. international airports before and I have not experienced these sorts of problems.
While the TSA staff do a good and necessary job, the use of electronic systems for immigration checks does not seem like positive progress to me.

Yours sincerely,

(b)(6)

Recently I have received a question about TSA's policy on medication. I had a patient recently ask about radioactive medication that was used during a stress test and TSA. The patient had the stress test done earlier in the morning and during that test received a radioactive medication. Later that day the patient went to the airport to board their flight. The patient was stopped by TSA and was not allowed to proceed because they did not have their physician's orders that the stress test was performed and had to have the flight moved until they could bring the documentation in. I have tried searching your website about this policy to passengers. This is the link I could find: http://www.tsa.gov/traveler-information/passengers-who-have-undergone-medical-treatment-radioactive-materials-and-those which does not mention anything about having the documentation, only that the patient can be either pat down or go through the electronic screening. Can you shed light on this? Are there any other medication/procedures that a patient must show orders for?

Thanks,

6/15/2015 10:25:37 AM

(b)(6)

Henderson, KY 42420

(b)(6)

Caller traveled through Nashville TN. Caller proceeded through the AIT and the TSO separated her from the other travelers in the corner and said Stay right there. Don t move The TSO then grabbed her pants leg and shook it. The caller stated it startled her and upset her. She was then directed to a separate area and a pat down was conducted. The Officer conducting the pat down stated Officers need more training. There is no reason for this pat down . The Officer conducting the pat down was extremely nice.

6/15/2015 11:48:54 AM

Date Time: June 9-2015, 4:00PM
Airport: Nashville TN
Terminal Gate: Not Provided
Airline: South West
Flight: Not Provided
Cell phone (b)(6)

I flew out of the International Terminal at the Newark (New York) airport on May 31 on an SAS flight to Oslo at 7:00 p.m. I went through security with my husband about 4:30 or so. I had one carry-on, an LLBean-type canvas tote that zips. In it, I had my billfold, binoculars, iPad and Kindle along with my medicines and other things we are told to carry with us. I had a fabric jewelry case with about half a dozen items in it. When I got to our hotel in Oslo, the jewelry case was not in the bag. I assumed I had left it at home, forgotten to pack it. However, when I got home this weekend, it was not at home either.

On thinking back, I realized that the only time the bag was out of my possession before reaching the hotel was going through security.

I have an artificial knee and so ask to go through the line with the hands-over-the-head type detector. I did that, and then I had a very long patdown, having to turn around several times. I had to take my shoes off even though I am over 75, and they were sent through x-ray twice. When we couldn't find my bag after that, we asked about it. Pretty soon, someone appeared from where I don't know, saying they had to "test" it. All this took much, much longer than usual. I didn't think anything about it at the time, but on retrospect, it seemed fishy.

The missing jewelry did not have a great deal of intrinsic value; it was all costume. I would guess the value was no more than $250, although there were some irreplaceable items such as earrings I had gotten when traveling, and the case was a gift from a recently deceased friend. I never travel with valuable jewelry except what I wear at all times, rings and a watch. One ring I wear when traveling has a large cubic zircon, and my watch is one of the more expensive ones, so someone could have thought the jewelry in my carry-on was expensive. I do not think any cash was taken, and everything else was still there.

6/15/2015 12:27:04 PM

I very much doubt there is any way I will ever get it back, but I think this is something you all should be aware of. I would not make this accusation if I were not 99.9% sure that it disappeared during the security procedure. Mainly, this makes me sad. These are people we put our trust in, and they have total control over us and could keep us off a flight if they so choose.

Please respond to my letter.

Thank you.

(b)(6)

Wilmington, DE 19807
HYPERLINK (b)(6)
(b)(6)

Submitted on Monday, June 15, 2015 - 10:07 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: 05/23/2015
Time of Travel:
Airline & Flight Number: Delta DL83
Checkpoint / Area of Airport: Connecting flight Overseas to Domestic; Security re-check TSA Employee: multiples

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Professionalism/Customer Service

6/15/2015 12:29:17 PM

Complaint: I cannot walk barefoot, even with socks. I have no arches and it is extremely painful. I have no issue with full scans, pat downs, or just about anything else. I travel infrequently, and when I tell most TSA agents that I cannot take my shoes off and walk thru the process, they generally allow me to walk thru, sit down and remove my shoes, while the agent sends them back thru the xray machines. For this connecting flight, having NEVER left any secure area in the ATL airport, at least 5 TSA agents refused to accommodate my request to walk thru, sit down, and have my shoes separately x-rayed. I do not fit the "75 year" rule, but that doesn't mean that I do not have a valid reason for not walking barefoot. None of the agents would listen, and humiliated me by interrupting my explanation multiple times. According to your OWN rules, I am allowed to walk thru and sit down to remove my shoes. All the agents ignored your own rules and as a result, weeks later, I'm still in pain for walking barefoot on a hard concrete floor. Perhaps, just for the scan, you can give a small sticker to those of us who cannot walk without our shoes (I don't even walk barefoot in my own house)

Reason for the call - A supervisor was abusive to her mother.

Airport - SAN
Airline - Southwest Airlines
Flight Numbers - 663
Departure Times - It was scheduled to depart at 4:25 pm.
Arrival Times - She went through the checkpoint between 2:15 and 3 pm.
Date And Time of Incident - 6 14 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - 3
Terminal - Southwest Terminal
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - Callers mother was flying from SAN to IND. She has a pacemaker. She got a patdown. She asked the TSO if the procedure has changed. The TSO called a supervisor who told her that if she did not like it she could go home. She asked for his name. He would not give his name and took off his badge so she could not see the name. He told the TSO to start the patdown over since she started talking. The caller said that this is borderline abusive. Her mother started having heart palpitations and she was crying. She wanted to make a complaint.

6/15/2015 1:36:24 PM

The caller has TSA Pre Check. He was approved in May. He flew out of LaGuardia and has Pre Check on his boarding pass from JetBlue. When he got to screening he told the officer he had metal in his knees. He was directed to go through the metal detector even after he told the officer her had metal implants. He received a patdown because he set off the WTMD alarm. He is complaining about the screener not doing his job right and put him through the wrong machine and didn t permit him to go through AIT. He wants to know why there is only a Pre Check lane at certain times. (b)(6)

He felt discriminated against because he is Caucasian and all of the screeners there were African American. He said no African American s were treated this way or received any additional screening like he did.

He asked if the Pre Check lane in FLL is open 24 7.

6/15/2015 1:37:06 PM

Hello.

I flew on a Horizon flight from SeaTac Airport to Spokane (GEG) on Friday, June 12, 2015, at 5pm. It was the first time I have flown with my 90-pound German Shepherd service dog so I was unaware of what to expect going through security. Before I go any further, I want you to know that everyone from the ticket counter, TSA, and flight crew were respectful, professional and supportive.

What I see as a problem was when I went through screening. When it was our turn to go through the machines the TSA agents told me to take off his harness and collars and leash, make him stay, and I had to leave him and go through the machine. Then I was to call him to me so he could go through the machine. Not once, but twice. I made the mistake of walking back into the machine to grab him, which made it beep. Fortunately, we've had enough training that he did what I asked, even with a tiny dog 2 lines over that he was showing interest in visiting. I'm really, really, worried if that's TSA's policy and that a 90-pound German Shepherd was left without any controls, except verbal. Does it make sense that I'm concerned that some dogs may not be as obedient as (b)(6) ? That he could have taken off to check out the small dog a few lines over? And what kind of panic would that have caused? A lot of people are nervous around, and afraid of, large dogs. I shudder to think of the possible catastrophe that could have been avoided had he been left with his gear on.

6/15/2015 2:13:00 PM

I just finished looking at your web site and I see some ways this could have been handled differently. Am I within my rights, and without causing problems to myself, to ask for a pat-down for me and my dog? I have no problem taking off the collars and leaving the harness on, then taking off the harness and putting the collars back on. I just need to have physical control of him.

Thank you for your time and I look forward to hearing from you.

Sincerely,

(b)(6)

Submitted on Monday, June 15, 2015 - 12:42 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Washington
Airport: WASHINGTON - SEA - Seattle-Tacoma International
Date of Travel: 06/15/2015
Time of Travel: 9:00 am
Airline & Flight Number: alaska 728
Checkpoint / Area of Airport: Checkpoint D TSA Employee: woman working belt scanner
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: Rude and disrespectful. I was already late for a flight due to traffic and insanely long TSA lines, I put my knee brace in my bag so I would not have to go through a pat down as usual, she scanned it, called others over to look at it and I explained it was my knee brace. I continued to explain what it was and she said she needed to scan it again. I asked why they couldn't just open the bag and see it and she started to just ignore me. Then I continued to question and she started bantering back disrespectfully despite my plea for being late for my flight. Finally another gentleman came over and apologized and handed me my bag, I had to run to D10 on a bad knee because of these excessive delays, as often as I fly out of this airport I have never received such poor service from you.

6/15/2015 2:13:40 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

6/15/2015 2:28:03 PM

Caller wishes to file a complaint in regards to her screening experience yesterday at PIT at approximately 12:30PM. She was flying PIT-TPA yesterday aboard Southwest Airlines #608 which departed at 1:50PM. Caller was in a wheelchair and had a wheelchair attendant. Upon entering the checkpoint she informed the officers she could stand and walk and the officers directed her to the WTMD. After the metal detector, her hands were subjected to ETD sampling. The female officer asked her if she had on lotion or sanitizer and she informed them she was wearing sanitizer. The test come back positive and she was led to what she stated appeared to be a storage closet and received a full body pat-down along with a hand inspection of her carry-on luggage. Caller states she was humiliated by her experience.

Caller had a very emotionally negative day yesterday at ATL. She had asked not to do the AIT and was asked to step aside and wait for a female TSO so she can go through a pat down. After waiting for 45 minutes for a female screener she was told by a female TSO that she can either go through the AIT machine or remain where she was at. The caller was worried she was going to miss her flight if she did not go through the AIT machine. She asked to speak with the TSOs supervisor and the female supervisor told the caller that you do not know the reasons why you were not put through. That was the only thing the supervisor said to the caller. The TSO who was rude to her was African American and around 5 8 in height. She said that the supervisor was either Asian or African American. She did not get a name from either the TSO or supervisor. The caller also mentioned that her husband flies for American and he will also be reporting this incident.

6/15/2015 2:32:57 PM

Date Time: 06 14 2015 5:00 PM
Gate Terminal: Domestic Terminal, closest to the American airlines ticket counter.
Airport: ATL
Airline: American airlines

6/15/2015 3:16:46 PM

Caller has a couple issues with TSA. He is trying to file a complaint. He spoke with a (b)(6) regarding a complaint he had filed in March regarding a pat down complaint. While on the phone with (b)(6) he was also telling him about another issue where he had flown from Fairbanks, AK to Seattle on Alaska airlines and his backpack and got damaged. While talking to (b)(6) about that issue (b)(6) started laughing at him and deflected the complaint to the airline. That is when (b)(6) asked for a supervisor and was told by (b)(6) that he did not have a supervisor. (b)(6) told the caller that he was the TSA program analyst in Anchorage, Alaska. (b)(6) is the CSM for the Fairbanks and Anchorage airports in Alaska. (b)(6) stated that he would like someone to contact him back regarding this incident with (b)(6) so he can make a formal complaint against him.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 6/15/2015 3:53:12 PM

6/15/2015 6:13:41 PM

Name: (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 169/southwest/RDU/A8
Comments:I asked to opt out of the scanner and the agent stared at me a little bit crazy. He then took one of the Rubbermaid type comtainers and threw it on the floor. Then started staring at me again. I apologized and asked him if I had offended him and he screamed "what?!" I asked him if I could opt out again and he screamed that my other option was a pat down. I was aware of this and didn't feel the screaming or intimidation was necessary. While we waited for a female agent he was constantly trying to meet my stare and the look in his eyes was really scary. Not quite what I expected. Another pregnant passenger asked to opt out as well and we waited together for the female agent. She was startled by his behavior as well.

6/16/2015 9:25:11 AM

Today at 1:40 pm, I arrived at Premier Access TSA pre-check prior to my 3 pm flight to Austin, Texas. An elderly frail woman walked through and was stopped when a screening alarm was set off. I followed and I too was told to wait in a scanning and pat down lane, behind the elderly woman. A even more elderly Chinese monolingual woman was similarly stopped. Two male passengers also alarmed and were told to check their pockets and clothes and return through the same area. The 3 of us over 65 year old female passengers were not allowed that option and forced to stand well over 15 minutes for a female TSA agent. Two men set off alarms and were told to wait in the line behind the women but were signalled to go ahead of the women who had already waited 15 minutes and be scanned by a male TSA agent. I questioned the young male TSA person who had directed the now 5 passengers to be scanned that I wished to be scanned by any TSA agent no matter their Gender. This agent retorted that it was not permitted by TSA for male TSA agents to pat down females and I would have to wait. The 3 of us women continued to stand in the line. Then an airport employee came through the same line, the alarm sounded and she was waved through without further scrutiny. I asked the young TSA agent to call for a supervisor as this kind of behavior is suspect for profiling and discriminating against senior female citizens. No supervisor arrived but finally a female TSA agent came over to scan the woman in front of me and myself, leaving the frail Cinese woman passenger to continue to wait.

I am quite certain that this behavior by the TSA agent is not only unorthodox but illegal discrimination and official abuse.

I request an investigation of this Terminal 3 TSA employee and his supervisor and trainers. Homeland Security and the reputation of TSA must not be allowed to be so severely tarnished by such individuals who abuse the power they are granted.

(b)(6)

Submitted on Tuesday, June 16, 2015 - 07:21 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: Engish
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 (b)(6)
City: Colorado Springs
State: Colorado
Zip Code (Post Code): 80918
Other:
Email: (b)(6)

6/16/2015
9:26:17
AM

==Incident Information==
When did this happen? 06\10\2015
Where did this happen? COLORADO - DEN - Denver International
What happened? As I went through the screening scanner, the female TSA agent asked me if I had anything in my pockets. I answered Yes , as I still had my billfold and some other items. She proceeded to run the scan anyway, which obviously detected my wallet and other items. She later claimed she did not hear me say Yes, I had other items, and when I protested that I had informed her I did, I was directed to a separate room for a pat down search. Although I was informed that they would be Patting me down , no one, especially a male unknown to me, should be running his hands over my male organ. It was totally humiliating and unnecessary. How is it that as a DOD GS-13, I currently hold a

Submitted on Tuesday, June 16, 2015 - 10:17 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?
- Gender\Sex
- 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: Work Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: Knightdale
State: North Carolina
Zip Code (Post Code): 27545
Other:
Email: (b)(6)

6/16/2015 11:10:32 AM

==Incident Information==
When did this happen? 06\14\2015
Where did this happen? MASSACHUSETTS - BOS - Logan International
What happened? On June 14, 2015, I enter Logan International airport with intentions to board a flight to Raleigh Durham International airport on Delta airlines, terminal A (I believe). It was approximately 0745 hrs. when I arrived. My first attempt to go through security was unsuccessful due to my boarding pass having just my maiden name and my license having my full hyphenated name of (b)(6) . This was understandable. I went back to the ticket counter and had that issue correct. I

6/16/2015 12:57:54 PM

The caller is calling to report an incident that happened with a TSO officer at the Oakland International Airport. He states that he has already filed a complaint with the White House and will also be notifying his brother, who is a Sacramento police officer with a gold shield. When he went through the screening checkpoint he had 3 jars of jam in his carry on bag that was not in a plastic zip top 3-1-1 bag. The bag went through the x-ray machine and the TSO pointed at the machine and yelled, What is that? By doing this he alerted other TSO s in the area who came running over. The TSO pulled the bag off to the side and yelled at the caller, Stay there don t move! They took his carry on bag and ripped open and tossed his belongings out and found the 3 jars of jam. The TSO came over to the caller and told him that he cannot have these items in his carry on bag, he would either need to throw them out or check the bag. The TSO threw his belongings back in his carry- on and told him to go back to the Southwest ticket counter and check the bag. A different TSO escorted him to the ticket counter and told him when he was finished he would need to come back through the checkpoint at a different entrance. When the caller came back and attempted to go through the entrance the other TSO had directed him to, the original TSO started yelling at him and told him that no one could enter here and he would have to go back through the line and be rescreened. When he got back through the line the walk through metal detector that he had went through was closed and they directed him to the AIT machine. The caller told the TSO that he did not want to go through the AIT because of the radiation. The TSO pulled him over to the side again and started yelling, telling him to not move. The TSO came back a few minutes later and told the caller that he would have to have a patdown. The caller told the TSO that he was not going to touch him, he wanted someone else to do it. The second TSO came over and asked why he was being screened again and agreed to perform the patdown. When the caller was cleared the original TSO yelled at him, telling him to get his coat and leave. The caller went over to the TSO counter to ask for the TSO s name and badge number. The TSO manager told him that they do not have badge numbers and gave him a hard time about giving him the TSO s name. The TSO manager asked the caller to explain to him what happened, the caller said a few cuss words to the TSO manager and the manager told him that if he had treated his employees that way that he understood why they treated him the way the caller was saying that they did. He finally got the manager to write down a name on a piece of paper.

Date Time of Travel: 6 15 2015 4:00 PM
Gate Terminal: Gate 22 Terminal A
Airport: Oakland International Airport
Airline: Southwest
Flight #: 880
TSO Name: STSO (b)(6) No
TSO Badge #: Was told that the TSO s did not have badge numbers.

Hi

I was going through security for my flight this morning to Orange County. Flight UA529, and I asked for a pat down instead of the X-ray machine. The X-ray machine makes me nervous in terms of the yet to be known long term effects.

The young man on the staff helping me named (b)(6) said it might be a minute which I did not mind. I understand safety comes first. Then he said very nonchalantly "male assist." He did not communicate the command for "male assist" to any one in particular, nor did he say it loudly. It was clear to me that nobody heard him. But I waited and looked around to notice 4-5 employees including one who had just finished patting some one down who were just looking around/ standing around. After at least 5 minutes (b)(6) said again "male assist" and again it was done non chalantly and "nobody" heard him. After this I finally changed my mind and went through the X-ray. I complained to (b)(6) and he said very non chalantly "I told you it would take a while."

6/16/2015 2:13:02 PM

It is unusual for me to complain, but I feel that (b)(6) was deliberately not helping me And it is unacceptable behavior.

Thank you reading my complaint,

(b)(6)

Sent from my iPhone

Good afternoon:

On June 10 I flew back to Puerto Rico from Asheville Regional Airport (AVL). The TSA personnel didn't want to accept my PR Drivers License. My air tickets were issued using (b)(6) and my license shows fathers last name and mother's maiden name as (b)(6). They insisted that my ID was not valid because my last name was (b)(6) and not (b)(6)

I explained the lady that I flew to USA on April, May, and June with the same ID without any problem. On top of that, my hometown is PR, and I flew from PR to AVL with ID provided and no one at TSA had an issue. They told me that I need to change my ID's to have only Torres as last name. I showed additional government issued ID's but were not accepted, ID's in compliance with TSA requirements as per your website. On top of that, based on the argument that I didn't showed a valid ID, they registered my luggage and screened me using patdown in front of everybody. I explained the guy who screened me that I was complying with the law with a valid ID but they didn't want to accept it. Previously to let me get thru the checkpoint, they called State Department to verify my identity which was clarified but I was screened and patdown anyway.

6/16/2015 4:41:10 PM

I think that based on the fact that most airlines doesn't allow you to use fathers last name with mother's maiden name and PR drivers licenses are issued that way, TSA must instruct security personnel to deal with passengers from PR.

Regards,

(b)(6)

HYPERLIN (b)(6)

First I am listing your rules on pat downs for disablitles

If a patdown is required in order to complete screening:

The patdown should be conducted by an officer of the same gender. Sometimes, passengers must wait for an officer of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the officer must patdown sensitive areas. During a private screening, another officer 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.
A passenger should inform an officer before the patdown begins of any difficulty raising his or her arms, remaining in the position required for a pat-down, or any areas of the body that are painful when touched.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

My fiancee (b)(6) was inappropriately screened and patted sown by a TSA agent, Thursday, June 4 in the Albuquerque airport. She was on Southwest Flight 816 to Dallas which departed at 7:36 pm.

6/16/2015 4:42:10 PM

(b)(6) suffered a stroke, on Octber 29, 2014. She is still basically confined to a wheel chair, because she is paralyzed on her left side. She can not walk without the aid of a brace, cane and with someone else s support and for only about 150 feet with all 3, cane, brace, and support of another person.
She had very limited motion of her left arm and can not raise it without assistance. She had neither her cane nor her brace with her. (b)(6) was in her wheelchair.

-1st, the officer did not offer private screening nor did they wait for her daughter (b)(6) who was accompanying her on the flight.
Secondly, the officer insisted that (b)(6) raise her arm even thought she informed the officer that she had a stroke and was not capable of raising her arm. When her daughter arrived, she informed the officer again that (b)(6) had a stroke and was incapable of raising her arm. The officer kept insisting that she raise her arm and (b)(6) used her other hand to help lift her arm. The officer grabbed her quite hard causing her pain. (b)(6) also informed her that it was painful to be touched on her left side. Yet the officer insisted on patting and grabbing under her left arm.

Next the officer insisted that (b)(6) take her left shoe off. By this time (b)(6) was quite distraught which makes sit more difficult to perform movement on her paralyzed side due to stress. It takes every bit of her brain power to move her left at all. (b)(6) refused to lift her left leg. because she was so stressed that she couldn t and it is difficult for her to begin with. She also had edema which is swilling in her left extremities and she was afraid that she would not be able to get her shoe back on. The officer finally relented but was quite rude and groped (b)(6) crotch area, roughly. (b)(6) felt the officer was mean and rude. All this after (b)(6) complained over and over about her stroke.

I had dropped off (b)(6) at the airport and she was excited because she was going to see her too sisters, with her daughter and some nieces for 3 days in Dallas. I called her just before the plan left and I could tell she was distraught. I had to really pry to get her to tell me what was going on and she was practically crying.. This experience was depressing for her and also violates the 2nd, 4th and 5th item copied directly form the TSA online site, which I will rewrite again here

The passenger can request a private screening at any time and a private screening should be offered when the officer must patdown sensitive areas. During a private screening, another officer will also be present and the passenger may be accompanied by a companion of his or her choosing.

-----Original Message-----
From: (b)(6)
Sent: Tuesday, June 16, 2015 3:39 PM
To: TSAExternalCompliance
Subject: Fw: Molestation atPhoenix Airport by TSA Agent

--- On Tue, 6\16\15, (b)(6) wrote:

From: (b)(6)
Subject: Molestation atPhoenix Airport by TSA Agent
To:
Date: Tuesday, June 16, 2015, 11:18 AM Attached is TSA complaint form
re my molestation by TSA agent with a photo showing the agent and
myself. Please give this your attention. (b)(6)

6/16/2015 4:42:13 PM

Attachment:
Civil Rights \ Civil
Liberties Complaint

Complaint Information
1. Information about the person who experienced the civil rights\civil liberties violation
Name: (b)(6) (b)(6)
Phone #: Cell: (b)(6)
Mailing Address: (b)(6) Oregon City OR 97045
Email: (b)(6)

2.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.
The caller flew to Dallas from Phoenix Sky Harbor Intl. airport on Spirit Airlines. Spirit Airlines made her check the bag she was planning on bringing as a carry on and she thought that was strange. She arrived at her destination but the bag she had to check did not arrive. When she asked about it the woman at the airport looked it up in the computer and told her it was delayed because TSA had to do a hand inspection. When she finally got her bag she was missing her mini iPad and her jewelry but there wasn t an NOI in her bag.

Also when she went through the screening checkpoint in Ohio on a separate trip, the TSO s were very rude to her. She had just taken a blood pressure pill before going through and when they swabbed her hands for explosives it had traces of drugs which she said were her blood pressure pills. She was then subject to a private patdown which she said was very rough. She asked if she could bring her husband with her and the TSO s told her no.

Date and time: 12:55am 06 05 2015
Airline: Spirit Airlines
Airport: Phoenix Sky Harbor Intl. Airport
Gate and terminal: Gate: Not Provided Terminal: 2
Flight #: Not Provided
Bag Description: Small brown carry on suitcase with pink trim
Missing items: Tiffany mesh ring and two Tiffany bracelets and her mini iPad

6/16/2015 6:15:59 PM

The screener rudeness incident happened in Ohio and the caller has less information about that flight.
Date: 06 02 2015 6:55pm
Airport: Columbus Ohio airport
Airline: United Airlines
The TSO s were two African American females and she heard a man say one of the females were a supervisor
TSO name: Not Provided
TSO badge #: Not Provided

I told the caller for both of these issues I was going to forward this to the Customer Service Manager at the both airports.

Caller was going through the airport at MDW traveling to AUS and had a layover at MSP. He said he was flying with Delta airlines. He told me that his flight number changed but the plane and the gate did not so he does not believe his baggage changed planes at MSP. He said one of the screeners was a training a new screener and the other TSO asked what one of his items were that he had in his carry on. He said he had been traveling with these items in his carry on for two years and he had never been questioned about them. He said the TSO wanted to know what the mil gage was how to turn it. He said the TSO told him that his mil meter was not allowed in carry on and they made him check it. His meter was missing when he reached his destination. He said it the mil gage was a $2500 tester and he had only had it for about 8 months. He did not have a NOI in his bag. He said the TSO told him that he would give him the bag and the instruments at the starting end of the TSA checkpoint since he had deemed it a prohibited item and that he would have to check the item or he would not be allowed to board his flight. He said he did not check to make sure that all of the items were in the bag because it had taken so long for screening and he knew he was going to have to go back through after he checked his bag. He said he went to Delta and checked the item along with the rest of the contents of his carry on bag.

He said they were having a problem with the AIT and the TSO were having to ask everyone to go through the AIT about 5 times and they were giving all of the men a patdown. He said he was at the screening checkpoint for about 45 minutes and that the screening was process was very chaotic for him and other passengers.

6/16/2015 7:15:37 PM

Airport MDW
Airline Delta
Flight number 5799
Date and time 06 15 2015 at 10:24 am
Baggage tag number (b)(6)
Description - Small Black bag 6x5x2 1 2 and there was a little mesh pouch on the front of it which contained a small piece of steel in a pocket on the front and a Positector 6000 mil tester with a value of $2500. The small bag was inside of a bigger black bag that is 13 inches x 8 inches wide.
NOI - was not included in his bag.
Gate or terminal - 7

Submitted on Tuesday, June 16, 2015 - 19:16 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: 06/16/2015
Time of Travel: 5:15 pm
Airline & Flight Number: United
Checkpoint / Area of Airport:
TSA Employee:

6/16/2015 8:06:30 PM

==Complaints==
Complaint Feedback: TSA Pre?™
Complaint: How is it that people with implants with metal get access to pre check. If they have to get a pat down, then don't send them through pre check.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/24497

Caller is calling on behalf of her mother who is 80 years old and went through a difficult screening. Her mothers name (b)(6)
She traveled from Charlotte to New Hampshire. Flight number is 5257 on US airways which departed at 11: 40 AM.

6/16/2015 8:25:50 PM

Her mother can barely walk. The lady stated something was on her hands. She dragged her over and was very rude. The man called to help with the additional screening was kind and considerate. The woman stated something was in her shoes. The TSO groped her in the bra and in the groin. She made her lift her shirt up. The screening was in front of everyone.

The TSO was black, short, heavyset, short hair. Age 30-40. Her mother was very upset. Caller is very upset.

This was not disability related.

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: 6/16/2015 11:59:16 PM

6/17/2015 8:53:41 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 51 on June 15th at 8:20pm
Flight 55 on June 16th at 11:05am
WileyPost/Will Rodgers (BRW) for both flights
Comments:Upon return from a 1 night, round trip ANC to BRW trip the supervising TSA agent refused to allow me to board flight 51, stating that my ticket name (b)(6) is not a common nickname for Charlotte. I have gone by that nickname all my life & allowed to fly up & down the west coast as well as to BRW without this being a problem until this trip. The agent did not explain why this put me at a higher security risk & called for a complete search and full pat down. I was pointed out in line by the agents as "that lady", "that lady from the night before" & surrounded by agents. The company I work for owns the land in Barrow & I was there on business and was recognized by local coworkers in line. I had a prescription on me with both names, my drivers license has my picture and signed name (b)(6). Not allowing me to return home to Anchorage was completely uncalled for and lacked common sense & good judgment. I should have been alerted to the concern by TSA before leaving my home city rather than not allowed to return to it. Am on a higher security risk list now? Nothing was explained to me.
Submitted on Wednesday, June 17, 2015 - 07:50 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - ORD - Chicago-O'Hare International
Date of Travel: 06/16/2015
Time of Travel: 3:30 pm
Airline & Flight Number: AA2323
Checkpoint / Area of Airport: American Airlines TSA Checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint:

6/17/2015 10:18:45 AM

Hello,

I hope this message finds you well. At approximately 3:30 PM yesterday (6/16) I proceeded through the TSA pre-check checkpoint at the American Airlines terminal at O'Hare. I noticed that my bag did not come out of the scanner. I had to alert an employee (who was wandering around the checkpoint) and asked for assistance. She proceeded to search and thoroughly swab my bag, all while not communicating what was going on. This employee was very curt and did not appear to enjoy her employment with the TSA. She then told me I would be subjected to a thorough pat down, and began shouting "MALE ASSIST MALE ASSIST MALE ASSIST." It took about 7 tries for a male officer to come and give me a thoroughly invasive pat down. I then waited for another 10 minutes or so for another officer to wander over and inform me that my bags would have to be examined by an explosives expert. At one point, they decide that I have to take my shoes off for those to be swabbed. Another 10 minutes pass, and the

This email is to document an incident which occurred at tricities airport this am June 17th. 15 people were in the airport and had checked their bags.. They were held up from boarding by the TSA personel. The time was a busy morning and only one of the two check through lines was in utilization. Only one personal was helping people going through the metal detector. The personel was very slow in his job and kept us from going through while he did a pat down on two elderly men that had hip and knee replacements. The TSA personel showed no concern for getting us through to our plane which was boarding.
We were informed by the delta staff that this was a common occurrence. Given the recent report about the ineffectiveness of the TSA overall and reports that travelers are being held up by this same ineffective process I plan to contact my elected representatives to consider doing away with the program of Government waste. If you would like to discuss this situation which occurred today I can be reached at (b)(6)

6/17/2015 10:19:01 AM (b)(6)
Bristol VA 24202

Sent from my Verizon Wireless 4G LTE smartphone
Caller has had a terrible screening incident at Denver airport on the 11th.
Caller stated she is older. She had precheck. The TSO was nice and she went on to the other side. Her baggage had gone through. She was with her companion or boyfriend. He has white hair an they are almost 80 years old. She had precheck and he did not.
A female black TSO came over and started swiping her hand. She checked all of her luggage. She was ok. She took her into the other room.
A TSO white big woman middle aged gray hair TSO came into the room. She has a complaint with this TSO. She started conducting a pat down. The TSO stated if she did not stop asking questions, she would send her to the manager and she would miss her plane.
She went into her pants and around the breast . She searched her all over.
She made her bend over and take her shoes off. She cannot bend over easily. The caller stated this does not make any sense. The TSO stated they were all terrorists. The caller stated she was not a terrorist. She does not know why she was going through this.
She requested for her to go get her companion and the TSO refused to do so. The companion had left and gone on to the plane because he could find her. It was hard for both of them.
This was inappropriate, uncalled for and unnecessary. She was infatuated with her own power.

6/17/2015 1:47:37 PM

She told the airlines who stated she must report this.

United Flight number was 1138 to San Francisco.
Date Time of Incident: 6 11 2015 2:00:00 PM
Gate Terminal: Not PRovided
Airport:Denver
Airline:United
Flight #: 1138
Bag tag #: NA
Bag description: NA
NOI: NA

Your agents are power tripping and out of control. Security checkpoints should not be a place that increases the stress levels of passengers. It's a necessary evil that is unnecessary, in my opinion. TSA makes the news more often because they've committed theft. I've never heard of tsa stopping a threat to national or local security.
Your employee (b)(6) recently accosted me approximately an hour ago while I was trying to catch my flight at LaGuardia airport. Since when does a normal bra trigger an extra pat down? There is nothing special about it, but I was detained anyway. She separated my from my children during this time, further increasing my stress. And as my agitation and stress levels increases, her speed in doing this unnecessary pat down decreased exponentially.
This practice ands behavior has got to stop. Stop pulling my pants down doing your extra pat downs. Stop detaining me. I am not a threat to this nation. But I will be very verbal about the harassment I receive from your employees virtually every time I fly. I'm tired of it. I'm tired of witnessing the power trips. Tired of being subject to needless searches. Tired of the fabricated reasons (you tested positive for gunpowder residue....really? Like the nearest male could have tested positive for pregnancy. That's how probable it is for me to test positive for gunpowder flying home from vacation).
Your millimeter wave machines are not necessary. Yet, you allow them in select airports so those opting out can be further harassed by your employees. I will continue to talk to others, use social media and contact you every time I feel harassed by a tsa employee until the harassment stops.
Regards,
(b)(6)
~ sent from (b)(6) phone

6/17/2015 2:13:05 PM

Disability Description: Callers wife has a medical implant in her brain.
(b)(6) She has Dystonia- neurological disease.

Incident Details: They are currently at LAS.

His wife had a medical device implanted her brain Las Vegas.

6/17/2015 2:34:29 PM

(b)(6) supervisor was very rude and not helpful.
They need to do a patdown. They have waited for 10 =15 min.
They are waiting for a female TSO.
They are going to miss her flight.
We need to get rid of the guy (b)(6)
Several TSO s female are standing at the gate and they are still not screening her.

Caller wanted to know how to file a ADA complaint.

Submitted on Wednesday, June 17, 2015 - 14:25 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Michigan
Airport: MICHIGAN - DTW - Detroit Metropolitan Wayne County
Date of Travel: 06/16/2015
Time of Travel: 12:05 am
Airline & Flight Number: Delta 1715
Checkpoint / Area of Airport: General
TSA Employee: employee walked away when I questioned
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- Missing or Damaged Items
- Permitted Items
- Professionalism/Customer Service
- Screening

6/17/2015 4:21:37 PM

Complaint: Had a cancelled flight and was left in Detroit overnight. Walked outside to smoke a cigarette, when going back through screening had a VERY overzealous individual who made me go through a humiliating patdown, emptied all of my belongings out, carelessly and made me throw away a multitool that was a gift from a dead relative. The supervisor was very rude, the "underling" was inept and kept talking about videogames to me (when I had no desire to communicate with the person that was treating me like a terrorist). The supervisor almost smashed my laptop and submitted me through three xrays. (Even though my carry on/laptop bag is also TSA compliant) This multitool was ok'd by Greenville/Spartanburg TSA and Houston GW Bush TSA. THEN...wasnt going to allow me back in because there was a one letter discrepancy on the boarding pass due to a misspelling of my middle name (b)(6) ((b)(6) on ticket). Completely
Disability Description: Callers son has an insulin pump.

6/17/2015 4:45:59 PM

Incident Details: (b)(6) is calling because she is wanting to file a complaint about a TSO at the TSA Security Checkpoint at MDW who disregarded information concerning her 16 year old sons insulin pump and a letter from a physician stating that he could not go through the AIT machine. She requested a pat down instead but the officer insisted he go through the AIT machine.

Hello,

For medical reasons, I request pat downs when going through security. As a female who travels 2x a month I've been impressed by the professionalism of the TSA agents.

After having going through the process >20 times, I was disappointed today by an incident at terminal 2 JFK at 1612 where I was intentionally marginalized and ignored.

After telling the first TSA agent I saw that I was requesting a pat down, he answered "Ok, but the machine is no longer X-ray." Then walked away with no instructions.

I walked to another agent and repeated my request. She casually said "pat down" and told me to wait and read the information regarding the machine. After waiting some time and feeling very punished, I noticed 4 female TSA agents not doing anything, so I repeated to the woman my request and she said "you just wait, I cannot tell you how long."

Here's where I have kudos. I turned to the agent at the station behind me, (b)(6) and said "I feel like they are purposely not helping me." (b)(6) immediately walked back to the group of women to notify them I was waiting.

6/17/2015 6:16:45 PM

One of the women immediately came out and helped and stated "sorry, we had no idea you were waiting."

I'm appalled, that my requests were blatantly ignored, and when given the opportunity to rectify the situation, I was again ignored.

I reported the incident to the supervising officer (b)(6) who blew the situation off and said "you didn't have to wait more than ten minutes, so nothing is wrong."

I pointed out that no one in the back knew I was there, and no one up front was helping me until (b)(6) took initiative.

As a veteran, I know what it is to serve my country and the people in it. TSA has been trying to fix their reputation for many years, but putting your customers into "shaming" situations is unacceptable.

I want to know that (b)(6) gets the recognition he deserves, and that TSA "shaming" will not continue.

Thank you

(b)(6)

6/17/2015 6:47:25 PM

When the caller was in the Minneapolis checkpoint. She misplaced her DL and gave them the old license and additional information. She went thru a patdown and additional screening. She wanted us to know that was a bit overboard. She is glad that people are checked, but for her she thought that this was a bit much. She s an elderly woman with nothing on her record, not even a traffic violation.

TO WHOM IT MAY CONCERN:

I am a 72 year old female. I flew on Southwest Airline, Confirmation (b)(6) on Tuesday, June 9, 2015 from LAX with a layover in Las Vegas. I was unable to retrieve the flight numbers.

I returned to LAX via Flight # 4299 from Columbus, OH to Phoenix, AZ and Flight # 571 to LAX on Sunday, June 14, 2015.

6/17/2015 9:06:34 PM

At the TSA security checks at LAX and CMH I was pulled aside for a pat-down because the screen was showing something in my groin area. My hands were also brushed with a substance. My first flight back to LAX had to be changed due to a storm so my flight was changed. I knew I had a problem at security in LAX so I used no lotion or deodorant or hand sanitizer when coming back to LA. I still ended up with the humiliation of the pat-down. My question is there anyway for me to know what I should avoid wearing or using so I don't have to be patted-down. I don't travel often but would like to know what to do. I have never had to be patted down 3 times.

THANK YOU,

(b)(6)

Submitted on Thursday, June 18, 2015 - 09:28 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: District of Columbia
Airport: Other
Date of Travel: 06/14/2015
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport: Bag x ray/radiation walk through TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint:

6/18/2015 10:08:51 AM

Black female TSA person was very rude & unresponsive to my request. While waiting for a a pat down agent in the roped off area before picking up my screened 8 inch x 5 inch belt bag & shoes, I was standing as requested at the outside roped area 5 feet way from from the TSA agent. I requested that since my small bag was already screened and waiting for pickup that she please bring it near us because anyone could easily pick it up and walk away with it. She was unreceptive to my simple request and moved closer, NOT IN HER FACE and HADN"T LOST MY COOL and stepped a foot away from the roped area to speak to her more closely and she just shouted at me several times to step away as though I was hostile. She ignored my request and just said that it (my bag) is in the airport (meaning it was safe when no TSA agent checks ID to for pick ups. How coldly indifferent) She ignored me and started to handle the person behine me in line. I very upset that that she was unresponsive to a simple request of walking back 2 yards to reach for my small 8 inch x 5 inch belt bag. I asked another TSA employee next to the moving 'already screened bags'

6/18/2015 2:02:01 PM

The caller is flying out of San Diego. The last three times she has gone through she has TSA Pre Check. The last time she went through the Pre Check lane was closed. The screener machine alarms every time she goes through because of her shoes. The caller is upset because she has to have a patdown every time she triggers an alarm.

6/18/2015 2:07:21 PM

My wife and I were traveling on first class tickets from Austin and I am pre check.. She lost her license so had a temporary paper with picture and ss card. They subjected her to pat down chemical tests on luggage etc. this delayed us for 30 minutes for no reason as there is no profile that we would fit to warrant this. I find this to be unacceptable as there were plenty of sketchy people you put through the accelerated line with no concern

Sent from my iPhone

6/18/2015 8:06:36 PM

Caller has purchased her parents airline tickets online. She stated her father had a bad experience when coming through the TSA check point. Caller stated her father felt like his pat down was inappropriate and that his genitals and buttocks were touched and made him feel uncomfortable.

6-17-15 6:46pm
JFK
JetBlue
883
Gate 2

6/18/2015 8:17:16 PM

She is a detective and she said a complainant said he had a patdown done at LGA and that he was not satisfied with it. She asked for a phone # for the CSM. She declined her first name and she did not give the name of the complainant.

Hello,

I am writing on behalf of my mother who just left Bush Intercontinental this morning June 18, 2015, at 10 am, her boarding was at 9:20 am on United. We arrived at Bush around 7:40 am, I had made sure that my mother had enough time to check herself in with enough time to pass through security and get her something to eat. Well as she was checking into security, TSA denied her to pass with two jars of cookie peanut butter. Then they had her wait on the side for 10 minutes until someone shows up to check her bags because they claim that her bag set of the bag alarm . They had wiped her bags down in search of drugs or other substance or whatever they claimed she had in her bag, wiping it down numerous times and sending it through the machine numerous times that all could have been avoided if the machine had down it s job the first time!

Already agitated and embarrassed they had a pat down search or cavity search her in front of everyone at the airport. Two African American women was involved in this, they were a-holes telling her that she can t touch anything in her bag, touch her phone to check the time to make sure she still has time for her flight, basically talking down to her. They treated her like a second class citizen or someone who was guilty of something. They were unlawfully searching her which lead to the embarrassment of the pat down search due to the fault of their equipment! Once they had used another machine, all results came back negative thus showing the results of the first machine were incorrect and that the fault was with your equipment and not what was in my mothers bag!

While all of this was taking place, she very easily could have missed her plane. Incurring substantial costs and penalties if she missed her flight.
I understand that these officers jobs are to maintain the safety and security of the airport, but it should not be at the cost of the rights and freedom of the people they claim to defend and protect. After all the nonsense that the TSA security s caused she had no time to get her food.

6/19/2015 8:32:00 AM

My mother is a prideful and hard working American and that s why I feel that I need to write a letter to you informing you of this situation on her behalf.

If you would like to hear the first person account from the party yourself she can be reached at (b)(6) or via email at (b)(6) Her name is (b)(6) Can someone please get back to my mother or me about the issue that happened with TSA security, her unnecessary embarrassment, and the faulty equipment.

Thank you for you time,

On behalf of my mother, (b)(6)
(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/19/2015 9:16:42 AM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 06/18/2015 10:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : Around 10:45 AM I went through the security screening with a pregnant colleague who was in line ahead of me. In front of my colleague was a woman with five bins. As I waited for my bins, and for the woman with five to collect her belongings, I began gathering my colleague's items as she received a pat-down. I informed the x-ray reviewer that there was a back up and she yelled at me to take my bins and move. I explained I was waiting for my bins. Again she yelled at me to take my bins and move. I explained that they were not my bins. She continued to yell at me, which meant that she was not diligently watching the x-ray machine.
Upon gathering my bins and moving to another area to assemble my items I overheard several TSA employees speaking tersely to a man about where he was standing and then made snide comments about him as he walked away.
Additionally, my colleague will be submitting her own feedback for the negative way in which she was handled during her pat-down.
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

6/19/2015 10:18:20 AM

6/19/2015 12:35:19 PM Caller is traveling and is continually receiving a pat down. What can she do?

(b)(6) was on an United Airlines flight out of SBN today at 2:15pm, he requested a pat down instead of the AIT machine and said TSO (b)(6) grabbed his backpack in the wrong orientation causing his Thermos to fall out of the side pocket breaking on the ground.

6/19/2015 3:31:09 PM

Date Time:06 19 15 2:15pm
Gate Terminal: A
Airport: SBN
Airline: United Airlines
Flight #:5597
Bag tag # (10digit): Unknown
Bag Description: Red Hysierra backpack
Missing Damaged item description: Clear plastic double walled Thermos custom logo. Screw on lid.
NOI: Carry-on (Requested pat down, officer caused thermos to fall out of bag causing it to break)

Submitted on Friday, June 19, 2015 - 15:44 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Alaska
Airport: ALASKA - ANC - Anchorage International
Date of Travel: 06/19/2015
Time of Travel: 10:50 am
Airline & Flight Number: Alaska FLT 140
Checkpoint / Area of Airport: C Gate
TSA Employee: Officer (b)(6) and Officer (b)(6)
==Complaints==
Complaint Feedback: Screening
Complaint:

6/19/2015 4:13:34 PM

While going through AIT screening machine 1 spot on chest showed, where my shirt has sparked on it. Officer (b)(6) had female Officer (b)(6) do a full body pat down running her hands between my legs 4 times, raise my shirt twice run her hands over and around my breast fully...twice! He wanted me to take my pantyhose off but I was very upset and embarrassed, almost in tears! I travel all over the world and have NEVER been treated so rudely or inappropriately! It was totally uncalled for! I had on a knee length skirt and shirt with glitter on the front and pantyhose. I want him reprimanded for his unacceptable demands when only 1 small spot showed up on your AIT machine. Also, Officer (b)(6) was just as rude and over did her search!

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

Dear Sir or M'am,

I am writing about a VERY concerning situation that occurred to me at LaGuardia Airport, N.Y., Terminal D, on Tues., 6/16/15, from 7:50 - 8:40. If I had indeed been a terrorist carrying a bomb, then the airport would have been blown up during the time it took for the TSA supervisor to come frisk me for their 'alert' on me at the body scan machine. There are two reasons for this:

1) Only a female TSA officer "with at least 3 stripes on her sleeve" was allowed to give me a pat-down because I'm female. However, it was this woman's "day off", and no one was available in her absence. Another woman had to be called from another terminal or section of the airport. This took approximately 45 - 50 minutes and required multiple requests from various people for her to come. This delayed my departing, but thank God I arrived early so I was ok with my departure. However, if I had missed my flight because of the LaGuardia TSA's incompetence would I have been compensated for it?? I did everything I was supposed to do; their inability to do their job, which affects the safety of THOUSANDS, is inexcusable. As I said, if indeed I had explosives on my person, the terminal would have been long gone by the time the TSA lady arrived.

2) Once the female TSA officer arrived to pat me down, it took a minute or less, and was all done by hand. The area of concern highlighted from the body scan machine was my abdomen/crotch area, which was never even searched or re-scanned at all with a wand or other device. What if I had something inserted in my crotch?? I assumed I would have to take my panties off to be scanned/checked, and/or have the wand waved around the area in question. But no. Again, this is a very inexcusable procedure, and could have resulted in a catastrophe.

6/19/2015 6:06:32 PM

Just so you know what I'm guessing the concern in the body scanning machine was, I think it was perhaps heat and moisture built up due to the high June temperatures/sweat, and the fact that I had to hand-wash my panties the night before since my flight was cancelled and they weren't completely dry.

All in all, compared to the various airport screenings I have been through, LaGuardia's TSA department was the most inefficient, slack, unsafe excuse for 'security' that I have ever witnessed. In addition to this, isn't the TSA a federally-run department? Shouldn't there be a uniform procedure for security checks that are standard at all airports? Each airport I went to required different things, the least security at LaGuardia as I said. At all other airports, I was told to remove the liquid items my from carry-ons; in LaG, I was rushed through with little/no concern. I also went through all security checks with a lighter; I thought that wasn't allowed? (I didn't realize it was even in my purse until unpacking yesterday). At LaG we were told to remove our tablet from our bags, but this wasn't the case at any other airport, which was fine, but yet another discrepancy when it should all be a uniform procedure. The security that had the best performance was in Charleston, SC. They were serious, not chatty, and very thorough in their job.

Thank you for your serious attention to these concerns. I want to know when I fly, that I am safe and the security in place is thorough and efficient. not causing delays and having slack security procedures and personnel in place. I look forward to hearing back from you.

Thank you,

(b)(6)

Learning Center Teacher

Submitted on Friday, June 19, 2015 - 16:23 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Missouri
Airport: MISSOURI - MCI - Kansas City International
Date of Travel:
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport: all checkpoints TSA Employee:
==Complaints==
Complaint Feedback: Screening

6/19/2015 6:07:00 PM

Complaint: I'm a TSO at MCI in Kansas City. We are currently being made to prior to starting are shift to pat down the groin and buttocks area of another officer everyday. I fully understand where on a random time we should do in house checks but this workplace feels like sexual harassment. To know fellow TSO's will be on your breast and on your buttocks is simple unacceptable. If this continues there will be sexual harassment charges leveled against AKAL who is the contract company and TSA for these conditions to exist.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/24777

6/20/2015 11:05:20 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/20/2015 10:57:30 AM Airport : DEN - Denver International Date/Time of Travel : 06/19/2015 11:00 AM Airline & Flight Number : Delta 98 Checkpoint/Area of Airport :
Terminal TSA Employee: (If Known) : ?
Comment : I have an artificial hip, and the TSA Pre line only had a metal detector. I asked to be escorted to a body scanner so I wouldn't need a pat down, but the TSA agent said there was no one available to escort me so I'd have to wait for a person to pat me down. He made me wait ten minutes before he himself gave me the pat down, and I almost missed my flight. 1. Please put body scanners in the TSA Pre lines. 2. If not, provide escorts to nearby body scanners.
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

6/20/2015 11:05:38 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/20/2015 9:26:03 AM Airport : MDW - Chicago Midway Date/Time of Travel : 06/19/2015 4:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The tsa employee asked me to lift my shirt to expose my belt. I felt very uncomfortable doing this out In the open. I am an adult and was treated like a child when I asked if "are we done here". I feel Violated and uncomfortable when I had the pat down and skin tests and felt If I complained or spoke to a supervisor I would be treated worse. I understand we need security on planes but the TSA seems to have inconsistent policies regarding the pat downs, shoes on or off and traveler comfort. The female employee at midway really ruined my travel day.
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

6/20/2015 4:38:46 PM

The caller had a bad experience with TSA. She was going through the checkpoint for American airlines. She is on a knee scooter because she has a broken foot. She had to get a patdown and feels like she was punished. She said they left her at the checkpoint and laughed at her for 15 minutes. They didn t communicate with her.

Date Time: 06 20 15 4:20PM
Gate Terminal: Gate 25
Airport: DCA
Airline: American Airlines
Flight #: 1602

Submitted on Sunday, June 21, 2015 - 08:41 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - FLL - Ft. Lauderdale-Hollywood International
Date of Travel: 06/20/2015
Time of Travel: 10:20 am
Airline & Flight Number: Ua1290
Checkpoint / Area of Airport: Security checkpoint domestic united TSA Employee:
==Complaints==
Complaint Feedback: Missing or Damaged Items
Complaint: While a tsa agent was searching my bag i was distracted by the uncomfortable public pat-down of my self by another agent. When i checked my bag next my jewlery box was damaged- broken zipper and top, and my prescription medication was gone. Not much i can do about recourse however doing a patdown on a person while they are supposed to be watching their possessions be rifiled through is not copacetic. Plus you might want to find out if someone is pocketing prescription meds since thats just plain illegal.

6/21/2015
9:25:04
AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

The results of this submission may be viewed at:

Submitted on Sunday, June 21, 2015 - 11:10 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Nevada
Airport: NEVADA - LAS - McCarran International
Date of Travel: 06/16/2015
Time of Travel: 5:55 pm
Airline & Flight Number: Southwest 847
Checkpoint / Area of Airport: C Gates
TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

6/21/2015 1:06:57 PM

Complaint:
I'm writing today to complain about a particularly bewildering experience at a TSA checkpoint in Las Vegas McCarran airport on 6/16/2015. I opted out of the body scanner to receive a patdown as I usually do when travelling - a personal protest against what I perceive as needless invasion of people's privacy posed by the body scanners. When I was escorted to the patdown area, I was also notified that my carry-on bag would need to be inspected. I knew immediately what in my bag triggered the inspection, two small cans of apple and orange juice that I'd intended to drink before getting to the airport. These were indeed the problem items and I asked if I could drink them on the spot rather than throw them out since I was quite thirsty. I was told that no, I couldn't, unless I wanted to go back outside, drink them there, and then come back in and repeat the security process. I was also told that if I did opt to drink them I would have to go through the patdown procedure twice, right there and then also upon reentering security.

Submitted on Sunday, June 21, 2015 - 16:58 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Maryland
Airport: MINNESOTA - MSP - Minneapolis-St. Paul International
Date of Travel: 06/21/2015
Time of Travel: 2:10 pm
Airline & Flight Number: DL 1361
Checkpoint / Area of Airport: MSP Terminal 1, Lindberg Terminal. Checkpoint 4. Near the F Concourse.
TSA Employee: Female "Supervisor", and all agents that denied me access to a body scanner.

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

6/21/2015
6:04:00
PM

Complaint:

I was forced to go through an x-ray machine as an amputee that requested a body scanner. There was a body scanner at this security checkpoint less that 50 feet away from me that could have easily been used but I was told that I had to go through the x-ray machine because I didn't have TSA precheck.

I have flown out of airports all over the US and I have always been allowed to request a body scanner with or without precheck on my boarding pass as long as the machine was present.

The agent had already inspected my ID and saw that I was still an ACTIVE DUTY Army officer. I am a Special Forces Officer (Green Beret), and United States Military Academy (West Point Graduate). I lost my leg in service of our nation in Afghanistan. I am still an Active Duty officer because the Army has found me Fit for

Submitted on Sunday, June 21, 2015 - 16:51 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - TPA - Tampa International
Date of Travel: 06/21/2015
Time of Travel: 4:30 pm
Airline & Flight Number: Southwest 510
Checkpoint / Area of Airport: Security
TSA Employee:
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: I was opting out of the metal detector and body scanner because i'm pregnant and flying a lot. While i waited 10 minutes for my pat down, the TSA agent at the machine ridiculed my constantly about how ridiculous my decision was and how stupid my concerns were. I do not believe TSA agents have medical degrees. I have a right to request a pat down and he should mind his own business. I have never been treated with so much disrespect. I wasnt hurting anyone or doing anything wrong. Unfortunately, i couldn't see his badge. Please train your people better.

6/21/2015 6:04:04 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

Submitted on Sunday, June 21, 2015 - 16:51 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: 06/20/2015
Time of Travel:
Airline & Flight Number: UA 453
Checkpoint / Area of Airport: Checkpoint TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint: At DIA, the PreCheck line only has a magnetic detector and with an artificial knee, I had to get a pat down. The whole purpose of PreCheck is to expedite screening and not to have an imager in the PreCheck line totally defeats the purpose of the program.

6/21/2015 6:04:07 PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/24905

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: 6/22/2015 7:08:11 AM

6/22/2015 10:24:20 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal three o'Hare international Airport
TSA check in near jet blue
5:45 AM June 22
Comments:I am 65 years old and wear an orthopedic boot. I was sent to a special area with a detector that would work with my boot. I asked the TSA screener (b)(6) if I should remove my boot. He said not necessary. Instead of sending me to the correct machine, he sent me through one about a foot away from it. When I set off the alarm, he said he knew I would and I would need a full body patdown. I asked him why he didn't send me to the other one and he just shrugged. I was offered a private room for my full body patdown but the woman had no idea where it was. When she checked it was in another terminal. So I had to undergo an inside of my clothes Full body pat down in front of everyone. Just because (b)(6) couldn't bother to send me through the correct scanner.

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: 6/22/2015 7:08:11 AM

6/22/2015 10:24:20 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal three o'Hare international Airport
TSA check in near jet blue
5:45 AM June 22
Comments:I am 65 years old and wear an orthopedic boot. I was sent to a special area with a detector that would work with my boot. I asked the TSA screener (b)(if I should remove my boot. He said not necessary. Instead of sending me to the correct machine, he sent me through one about a foot away from it. When I set off the alarm, he said he knew I would and I would need a full body patdown. I asked him why he didn't send me to the other one and he just shrugged. I was offered a private room for my full body patdown but the woman had no idea where it was. When she checked it was in another terminal. So I had to undergo an inside of my clothes Full body pat down in front of everyone. Just because (b)(couldn't bother to send me through the correct scanner.

Submitted on Sunday, June 21, 2015 - 23:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - ORD - Chicago-O'Hare International
Date of Travel: 06/15/2015
Time of Travel: 6:00 pm
Airline & Flight Number: Frontier
Checkpoint / Area of Airport: CP-9
TSA Employee: Renee
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint:

6/22/2015 10:27:27 AM

(b)(6) was working at the metal-detector. I declared that I would like to opt out of the body scanner. As I opt out every time that I travel, I know the routine quite well. At every airport, I am told that there may be a small wait and that I should hold on to my items until they are ready for me. (b)(6) declared, rudely I add, that she would not call out for a pat-down until after I have sent all my items through the x-ray. After that, she refused to address me or respond to my questions. I asked if this was a recent change of policy, but received no response. She refused to acknowledge me at all. Shortly thereafter, other TSA agents came to my rescue and called out for the pat-down. I think her behavior was rude, and it is not representative of the professionalism that I believe the TSA almost always maintains.

I understand that it was a day where there were many delays and cancelations of flights in the airport and perhaps this added to the stress-level for TSA agents on that day, but all the other agents maintained their professionalism, as I think we should expect.

Submitted on Sunday, June 21, 2015 - 19:04 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Massachusetts
Airport: MASSACHUSETTS - BOS - Logan International
Date of Travel: 06/21/2015
Time of Travel: 6:00 am
Airline & Flight Number: AA 205
Checkpoint / Area of Airport: Security
TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint: I chose to opt out of the millimeter wave scanner and to have a manual pat down screening instead. I was the only male in line for a manual pat down and it took in excess of 15 minutes to get a agent to conduct the pat down. The airport was NOT unusually busy. I fly 30k miles a year and this was the longest wait time I've experienced. It was only after I made a stink about it and requested that a supervisor be called that the screening occurred. It seems to me TSA agents want to avoid conducting pat downs or are annoyed by it. This was an unacceptable wait time and could have caused me to miss my flight. I could see the TSA milling around in the back of the scanners, so it's not very difficult to see who is busy and who is not based on my extensive experience flying and dealing with the TSA agents in the past. Again, I was the first and only person waiting for a pat down and it took an unacceptable time.

6/22/2015 10:28:18 AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)

To: TSA Administrator

From: (b)(6)

Complaint: TSA Employee Profiling Incident Report.

6/22/2015 10:28:23 AM

On June 13, 2015, I had a flight from Charlotte (CLT) to St. Louis (STL) for which I had a TSA Pre-Check status designated on my boarding pass for US Airways flight 4606. At approximately 2:00 PM EST, I went through the Pre-Check line and put my hand carry luggage on the conveyer belt. I had my driver's license and boarding pass in my hand as I approached body scanner. The female TSA officer standing before the scanner stopped me before I entered the scanner and asked me to stand on the side and wait. She used the PA system and announced that she needed a female security officer for checking at the Pre-Check gate.

A male TSA officer approached her and asked: "Why are you asking for security? Did the scanner beep?" The female officer replied "No, I did not allow her to enter because I wanted someone to come and pat her down." The male TSA officer said "Why? She hasn't gone through the scanner."

The lady TSA officer (her name badge was not visible) replied "I want this to be done because of her outfit – look what she is wearing – long clothes"

The male TSA officer again said "You cannot do this, let her go through the scanner first."

The female officer insisted "I will not allow her [to go through] because I am not comfortable. Can I just go ahead and pat her [down] myself?"

He replied "No you cannot."

She said "Then I want you to go and check into this matter."

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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)

6/22/2015 10:28:27 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?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

To whom it may concern,

My name is (b)(6) and I am a Ph.D student in the Department of History at the University of California, Los Angeles. On April 1st, 2015, I returned to Los Angeles from a seven (7) month stay in Ankara, Turkey, where I was studying Turkish and conducting research as a Boren National Security Fellow, funded by the National Security Education Program (NSEP). Since my return, I have taken three flights, one international and two domestic. On all three flights, I was a selectee for additional screening by the Transportation Security Administration. On all three flights, I was not allowed to check-in online up to 24-hours prior to my scheduled departure time. The travel documents I've received in addition to the luggage tags were marked "SSSS", labeling me as the selectee for additional screening (see attached images). In one case, I was not issued a boarding pass at the check-in counter, but a security document that instructed me to proceed for further screening.

I have been the recipient of thee (3) Foreign Language and Area Studies Fellowships, funded by the U.S. Department of Education; (2) Critical Language Scholarships, funded by the U.S. Department of State; and most recently, a (1) Boren Fellowship, funded by the National Security Education Program, most of which have required extensive travel and extended stays abroad. Prior to returning to Los Angeles from being in Turkey on the Boren Fellowship, my previous extended travel and stay abroad resulted in no palpable outcome on behalf of the TSA.

6/22/2015 2:19:23 PM

I am deeply appalled that I have been placed on a list that subjects people to additional screening by the TSA every time they fly, especially since my line of research and work necessitates extensive travel. The TSA agent that conducted my pat-down on the last flight confirmed that this was not a random occurrence and that I was indeed on a list. It is extremely degrading to have all my possessions, including the clothes I wear and the gloves the TSA agent puts on each time he conducts a pat-down swiped and then placed into a machine for analysis.

I am writing to ask for an explanation for why I've been placed on a list that subjects me to additional screening by the TSA every time I fly and urge you to remove me from said list.

Thank you,
Sincerely,
(b)(6)

(b)(6)
Ph.D. Student
Department of History
University of California, Los Angeles

Submitted on Monday, June 22, 2015 - 14:00 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?
- 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)(
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)

6/22/2015 2:20:24 PM

City: Apollo Beach
State: Florida
Zip Code (Post Code): 33572
Other: n\a
Email: (b)(6)

==Incident Information==
When did this happen? 06\16\2015
Where did this happen? MARYLAND - BWI - Baltimore-Washington International
What happened?
I (b)(6) entered BWI airport at or about 1645hr on 16 June 2015. Upon going through the checkpoint at concourse B I notified TSO agents that I do not remove my shoes do to my religious beliefs and I am requesting a male assist . After a wait of approximately 15 to 30 minutes I was approached by TSA Manager John Chandler and told that I can remove my shoes in a

6/22/2015 7:09:06 PM

The caller and her husband have recently been experience off abnormalities when going through the AIT and always receive a patdown. This has not always been so and she wanted to know what could be causing this. She also asked about PreCheck and where the closest enrollment center is to PDX.

6/22/2015 10:04:54 PM

As an airline employee of over 22 years, I am appalled at your most recent tactic of randomly patting down airline employees at the employee portal entrances. On SO many levels this is WRONG and a complete violation of human rights!!!!! Your approved pat downs are intrusive and, in my opinion, a mild form of rape, and just as a customer does, I should have the CHOICE of getting screened by x-ray or the ridiculous pat-down!!!!!! I AM NOT A CRIMINAL!!!!!! You can blame the airlines for bringing in shady employees who may do corrupt things, such as the man in Atlanta that smuggled in the guns, but companies are going to get what they pay for!! If they are not willing to pay a decent wage, then the quality of worker will be compromised. I don't understand how ANYONE can think that touching someone's private parts is ok!!!!!! This is something that should not be acceptable and I should not be subjected to being uncomfortable in my job. This is offensive behavior on your part and for you to NOT give us a choice in how we want to be screened is beyond infuriating!!!!!! I love my job and do it very well but now your most recent stunt forces me to not even want to come to work!!!!! This boils down once again to money!!!!! The airports don't want to put in metal detectors to screen employees so you have decided to FORCE us to subject ourselves to random searches. AGAIN.....WE SHOULD HAVE A CHOICE OF GOING THROUGH AN X-RAY MACHINE IF YOU ARE GOING TO TREAT US LIKE CRIMINALS!!!!!!! Something better needs to be done!!!!!!

Sent from my iPad

I am writing to complete the complaint I registered with the TSA on April 9,2015 my experience and my wife s experience at LaGuardia Airport on March 29, 2015. My wife is currently undergoing chemotherapy and has lost her hair. The treatment has left her extremely weak and unsteady on her feet. She was therefor in a wheel chair. We had arrived from Cincinnati for a medical consultation in New York. Our experience with the TSA agents in Cincinnati on the trip to New York had been pleasant. They were thorough including patting her head to make sure nothing was hidden under her head scarf. The same can not be said for our experience with the agents at LaGuardia. I was told to go through the normal line, while she was sent alone around the X-ray machine. The agent was rude and abrupt with me, for example demanding to know what was in my (empty) pocket. I considered his behavior unprofessional, but was not overly concerned about it. However, after I came through the security line I saw my wife in tears and with her head scarf off. I complained to the supervising agent who declined to intervene, simply telling me that this is the procedure. As the discussion proceeded he objected to my tone of voice and threatened to call the police. I invited him to do so.

When my wife finally made it through security she informed me that she had been treated rudely and abruptly. She had asked to leave the head scarf on, but was told that she would be treated like everyone else. She was not offered a private setting, nor was her head scarf returned to her for seven minutes (per the local TSA investigation).

6/23/2015 4:36:19 PM

My time is very limited as I attempt to continue my work and care for my wife. However, I am horrified at the insensivity shown my wife, and at the failure of the agents to to follow regulations, by not using a pat down, by not offering a private setting, by not permitting me to stay with my wife, and by keeping the head scarf off for considerably longer than it would have taken to run it through the X-ray. I am concerned that other people at LaGuardia are being treated in a similar manner. The matter was investigate locally. They viewed a videotape of the incident, but lacking audio they simply took the word of the agents being investigated. They reported (inaccurately) that she had been offered a private room. Furthermore, I would have been with her had I been permitted to do so.

I have great respect for TSA agents and the work they do. It is demanding and potentially dangerous. I feel safer flying because of them. However, a failure to follow regulations and the lack of courtesy ane respect shown me and my wife are inexcusable, as is the mockery of an investigation carried out at LaGuardia.

Thank you for your consideration.

Sincerely,

(b)(6)

Submitted on Tuesday, June 23, 2015 - 17:10 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Pennsylvania
Airport: PENNSYLVANIA - PHL - Philadelphia International
Date of Travel: 06/22/2015
Time of Travel: 1:30 pm
Airline & Flight Number: United Airlines 271 Checkpoint / Area of Airport: TSA precheck security at the metal detector TSA Employee:
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- Other
- Professionalism/Customer Service
- TSA Pre?™

6/23/2015 6:26:27 PM

Complaint: I am not sure this classifies a a civil rights violation but quite frankly I don't know of any stronger personal right than the right of a parent to protect and care for their child. Two events occurred on this day for both myself and my sister in law as we were traveling with our two small children. My boyfriend and I were going through security with our 6 month old daughter. He carried her through security and the beeper went off. After I went through I went to get her since he required additional screening. The female TSA agent there verbatim said to me, "Uh you need to go over there" and pointed away to which I responded, "I know, but you have additional screening for him so I am just taking my daughter." She responded with, "No you can't have her you need to go over there." I attempted to wait in order to stay with my now scared child and she again refuses to let me stay near my child for which I became upset and said, "I get you have to screen him but you don't get to keep my away from my child, standing over there is not ok." She continued with her attitude and then proceeded for my

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CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

6/23/2015 6:26:47 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
The caller flew out of DCA on 6 3 2015. She was in a wheelchair and had a walker. She said that the TSO accidentally touched her breast 3 times during the patdown. She said the TSO apologized the first time and then did it again two more times. She says the TSO then asked her to stand up and spread her legs wider and the caller nearly fell over. She filed a complaint with the STSO at the airport and says that the complaint was thrown away because they have not contacted her. She would like to file another complaint.

6/23/2015 7:47:58 PM

Date Time of Travel: 6 2 2015 6:00 PM
Gate Terminal: Terminal at Delta gate
Airport: DCA
Airline: Delta
Flight #: Does not remember.
TSO Name: Didn t get name.
TSO Badge #: Didn t get badge.

Submitted on Tuesday, June 23, 2015 - 22:18 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - ORD - Chicago-O'Hare International
Date of Travel: 06/23/2015
Time of Travel: 7:20 pm
Airline & Flight Number: Spirit
Checkpoint / Area of Airport: Cp-9
TSA Employee: Wady
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint:

6/24/2015 8:43:48 AM

My wife is 8 months pregnant so she decided to have "pat down" screening instead walking trough the magnetometer. The female TSA employee had bad attitude right from the start like she did not wanted to be there. It was like everything is a hassle to her. She offered a private screening but would not explain exactly what she meant by that. She was rude and acting like we were dumb not knowing what private screening is. My wife have asked her to please be nice and patient, but after that her attitude has changed for even worse. She was shouting around commands and very rude like she was on some kind of power trip. I have tried to walk over to see what was going on but she commanded me to walk away and to get my stuff. After the screening my wife asked her for her name. The TSA officer told her a different name then on her badge, and with an attitude asked what my wife's name was. My wife told her her name, and asked why the TSA officer is saying a different name than on her badge. She did not reply and walked away. She started stacking plastic tots and moving around so my wife cannot read her name on her badge. When she walked around me I said: "Excuse me Madam, what is your name?" She did

6/24/2015 10:37:33 AM

(b)(6) is a 73 year old passenger who wanted to report that one of the TSOs at ONT airport was very rude to her. She said this is the second time she had experienced a rough patdown and rude screening by the Female TSO at the screening station. She said it started out because the last couple of times she did not have to take her shoes off and this time they made her remove her shoes. She said her shoes went through and then other passengers put their items on the belt and then they made her take her sweater off and send it through the xray and then other people put their items on the belt. She said her items were getting separated as they went through screening and she was afraid she would not be able to find them all after her patdown was done.

She also said she had some VCR tapes and the tape had gotten damaged on a previous flight, she said they had sound but no picture. The airline told her that she could ask for the VCR tapes to be hand screened but The TSO told her that she could not do a hand screening on the VCR tapes. She said she put the tapes on the belt so now she has items in three different bins.

She said when she opted for a patdown rather than going through the AIT she was told by the male TSO at the screening checkpoint to go wait in a certain spot for a patdown. She said the female TSO blamed her for not letting anybody know that she needed a patdown but she said she did let the male TSOs know and kept waving at the female TSO to let her know that she was waiting for her to come over. She said the TSO opened the gate and retrieved her items but she was concerned that all of her items were not in just the one bin. She asked her to get the other bins with her other items in it and the TSO told her that she could only get one bin at a time.

She said her patdown was very rough and when she was finished she looked over at another lady that was getting a patdown by the same TSO and she was being very gently with her. She said the TSO was unnecessarily rough with her when she had her patdown. She said she went through about 9:30 am and the TSO had short brown hair, not too tall.
Airport ONT
Airline Alaska
Flight number 537
Date and time 06 14 2015 at 9:30 am
Baggage tag number NA
Description NA
NOI NA
Gate or terminal NA

Hello, I wanted to just make some comments to the response I received.

First of all, thank you for getting back to me in a timely manner. I honestly didn't expect any type of response from an organization the size of the TSA. Secondly, I appreciate the response you gave but just wanted to inform you that it didn't solve my problem, or really address it for that matter. My problem was A) the fact that TSA feels that its prosthetic protocol applies to a two year old, B) and this my main point, the level of training the TSA members had that handled the situation, and C) the fact that they wiped my two year old down for gun powder residue. I didn't even know about the gun powder wipe at the time because I was trying to handle our luggage that the TSA agent was rudely pushing me to take care of. My wife had to tell me about it last night. The agents who handled my daughter first didn't know what to do with the prosthetic and made her walk through the metal detector multiple times. One of them was about to remove my daughter prosthetic until another one came over and said that just a visual inspection needed to be done. After "inspecting" my daughters leg, (though she was wearing shorts already, so I don't know what more they needed to see) they then proceeded to wipe her down for gun powder! I truly do not understand this. Why was my daughter wiped for gun powder? Why not my wife and I? Do you really think my daughter is shooting guns? Do you think my two year old is that close to a gun being shot by anyone? I would please appreciate a valid reason to why the TSA agent did this because there is no rhyme or reason for it. And it is do to this poor training and judgement call from the TSA that has put us in this terrible situation. I really doubt anyone there really cares to do anything about it. But I hope this letter is in conjunction with many others that I'm sure are being received but other dissatisfied subjects, and I hope that is enough to have the TSA reconsider it's goals and training. You are meant to keep us safe. This experience made us in fact LOSE trust with the TSA. Please do something about this because you are costing people dearly.

Thank you

6/24/2015 12:12:33 PM (b)(6)

> From: tsatcc_do_not_reply@senture.com
> To: (b)(6)
> Date: Tue, 23 Jun 2015 19:57:33 -0400
> Subject: In Response to your inquiry.
>
> Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding concerns that you were delayed by security screening.
>
> TSA regrets any inconvenience you experienced as a result of security screening processes. One of TSA's priorities is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with airports and air carriers to determine changes in flight schedules and passenger volume so that we can provide the workforce, processes, and procedures to ensure high levels of security and customer service.
>
> TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (TSOs) are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient.
>
> Please keep in mind that passengers should allow the recommended standard 2 hour domestic and 3 hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going

6/24/2015 12:25:50 PM The caller has an underwire bra and after she went through the machine she had to have a patdown in that area because of it. She was very embarrassed and wants to know if there is an exception to that rule since it is her bra and that is common.

Caller flew on Saturday from DAL. She was flying to her brothers funeral. She was wearing a bra with metal in it. She triggered an alarm going through the metal detector. One of the officers came over and insisted that she strip in front of people, and that she was going to do a patdown. She offered her a private screening. In the private room she was made to remove her bra and the officer patted down the bra. Caller would like to file a complaint.

6/24/2015 12:39:20 PM
Airline: Southwest
Airport: DAL
Flight Number: 2294
Date and Time: June 20, coming through the checkpoint around 8AM, departure at 11:25 AM
Baggage Tag Number: NA
Description of Luggage: (b)(6) was the name of the officer, she was very cocky, pushes her weight, an older woman; px was wearing a multicolored spring shirt, black Bermuda shorts
NOI: NA
Anything on NOI: NA
Location: she isn t sure
Email (b)(6)

6/24/2015 2:05:23 PM Caller has a complaint regarding a pat-down she recently received at SYR. Caller wants to file a complaint because she feels it was excessive and rough. Caller also wants specific pat-down procedure and requests contact information for TSA personnel at SYR.

Caller wants to know how a patdown is suppose to be done, She advised that she was poke and prodded at the checkpoint by a TSO. She advised she was wearing a diaper and patted her down around the diaper and between her breast because the bra hooked in the front. She advised she asked the TSO what she was doing and told the TSO that she had not have hands on her like that is 20 years and the TSO told her that she was being very inappropriate. She wants to file a complaint and wants to let TSA know if we are going to touch people like this then we need to be courteous about it. She advised that she was in a wheelchair and opted for a patdown. She wants to know how she can tell if the wands are used at future airports so she don t have to have a patdown.

6/24/2015 2:15:03 PM

Date\Time: 6-20 10:38am
Airport: Syracuse
Airline: JetBlue
Flight: 315

Last night at about 7:30-7:45 at PHL traveling to SFO via UsAirways flight 490 departing at 8:50pm at Gate A-East I was treated with absolute disdain. I was discriminated because I am disabled and because I can not walk through the machines without assistive device (my cane and Walker are aluminum). I was pat down- which I have always had to subject my self too. Even though I have total nerve damage in my left leg with a condition called CRPS, which causes unbearable, chronic pain 24/7. When I have to be touched I suffer with more unrelenting spasms. That being said, I comply because TSA makes NO ACCOMODATION with other devices at security check-points for the disabled that can't walk through on their own accord. A male security guard pulled my $1,500 dollar purse containing all my medication to the side after it was X-ray scanned. I couldn't see what he was doing(no idea if he was able to swipe thousands of dollars worth of medication, my wallet, etc: Yet, I complied. It cleared the swab test. Then another black woman came over and wanted to swab it again, I said it was cleared and she began to argue with me. For some reason, she wanted additional access to this expensive bag with medications in it. The white male security came by and told them it was clear. I said I am going to miss my flight (I always leave extra time but due to the severe storms my family had to wait until it subsided to get on the road). The other black woman doing the original pat down was told about my leg and was incredibly rough. I told her twice to be more gentle. I don't think she meant harm but she certainly didn't make an attempt to go lighter on my left leg. When she came back she claimed my shoes (Adidas slip on open toe) went off with swab, then 5 minutes later she claimed it was my skin. So then the two black female TSA workers claimed they needed to inspect my Louis Vuitton bag again. I said he just told you it was swabbed, scanned and cleared. I am going to be late (I had the escort service getting me to my gate, waiting). I said I would like to speak to a supervisor. The white female supervisor with a horrible attitude came over and said I failed the screening and they needed to screen me further in a private room. I said just do it out here. I am going to miss my flight. I have to check my Walker in and they need to board me first. She took this as argumentative and said, "if you keep it up I will make sure you miss your flight." She threatened me to make me late. I explained I was just out of the hospital and need to get back home for medical care. I can't miss my flight. They pulled me into a private room, the original TSA pat downer. I took off my sweatshirt for her. She then asked me to remove my watch. I said, "how about I take all of this off so we can make it quick". I began taking off my bracelet, wedding band, t-shirt (still had a tank top on) and I in buttoned my pants. She SCREAMED for the supervisor. Who began screaming at me in my face hunched over while I was sitting on my Walker. She said, "if you don't comply I will call the PPD on you and you will really miss your flight". I said I am complying I am taking everything off that she is going to ask me too. I'm not naked I still have a tank top on and I unbuttoned my pants and removed my jewelry." I also informed her that I am legally disabled as defined by the social security administration. I just got out of the hospital 24 hours prior and I needed to get home for medical treatment".

6/24/2015 2:31:39 PM

She then said, "I was being loud". I said, "you are the one screaming in my face". I said, "why don't you go find the real terrorists". She said, "how do we know what a terrorist looks like, you could be the terrorist." I said, "actually, you are the terrorist with this treatment". I also informed them I was being discriminated against because I was disabled. I had to be pat down TWICE and ALL of my bags were triple checked. It that's not discrimination, harassment and abuse of power, I don't know what is. The TSA made NO accomadtion for me and I was reduced to crying while they were "finishing up". I am humiliated and suffer enough with my disability. To further, I was treated like a criminal. They had ZERO respect for my situation and knew full well that I aw no harm considering I can't even walk without my Walker. The first time the supervisor said she was going to make sure I miss my flight, she said it in front of EVERYONE going through security. The two men taking me to my gate were HORRIFIED by how I was treated.
Please accept this as a formal complaint. I am also going to speak to my attorney about the discrimination I faced for being disabled and the threats and harassment I was subjected to yesterday.

I expect someone from TSA will have the courtesy to contact me and provide me with measurements being taken to avoid this from EVER occurring again to someone with a disability. And, I also want to know what repercussions the supervisor will face. I also ask that you question why the two other TSA woman wanted access to my expensive bag with a litany of expensive medications so badly.

(b)(6)

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

6/24/2015 2:33:19 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?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

The caller is currently at the SEA airport. He had a bad experience with two of the TSOs working there.The caller asked STSO (b)(6) to have a patdown instead of going through the AIT machine, the TSO said that he was not allowed to receive any other method of screening. While they were waiting for their bags, (b)(6) -TSO yelled at the callers son to move out of the area very rudely. He would like to file complaint.

6/24/2015 4:12:33 PM

Date Time of Travel: 6 24 2015 11:45 AM
Gate Terminal: International concourse
Airport: SEA
Airline: Delta
Flight #: 198
TSO Name: (b)(6) and (b)(6)
TSO Badge #:

6/24/2015 8:00:32 PM

I had a piece of paper in my back pocket when I went through the micros canner this seemed to be reason to give me a full pat down this is totally absurd if this shows one piece of paper in the pocket why not just check the pocket please do something about privacy and treating people like human being, would you allow your mother to be treated in that manner, or your son or daughter? Do you really like doing this as a job for people maybe you could do something better for yourself and the world. All of you. You're not fooling anyone only ourselves and living a life that it's not worth living.

HYPERLINK "https://overview.mail.yahoo.com/mobile/?.src=Android"Sent from Yahoo Mail on Android

The online form says that I'm forbidden to submit.

Name: (b)(6)

Primary Phone: Cell Phone - (b)(6)

Best Time to Contact: 3:00pm - 5:00pm

Days of the week: Wednesday, Friday

Address: (b)(6)
Coto de Caza, CA 92679

Email: HYPERLINK (b)(6)

6/24/2015 8:01:16 PM

Preferred Language: English

Is your allegation based on: Civil Rights\Liberties

What is the basis of your allegation? Profiling, Race\Ethnicity

When did this happen? June 11, 2015

Where did this happen? California - SNA - Orange County John Wayne

What happened?
I was being pat down because I was wearing a medical boot, which is fine. I ve been pat down for it before and for having a cast. This time was different because my hair was pat down. I checked the scanner and there was no anomaly on my head. I have short afro curly hair and the TSA officer said and now the head and proceeded to pat down and scrunched my hair.She was using the same gloves that she had used to check people s luggage. It was at the C checkpoint around 4:45 - 5:00pm. I was in the TSA precheck line,traveling alone. My outfit was a blue pink\purple plaid shirt with a turquoise A shirt and a fuchsia camisole, I wore black leggings and medium blue jean shorts, I had on one coach tennis shoe and a black medical boot.

Who treated you unfairly? I don t know her name, but she had brown\black hair about 5 5 - 5 6 . Her hair was pulled back in a ponytail, brown eyes

Submitted on Wednesday, June 24, 2015 - 20:07 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: New York
Airport: NEW YORK - LGA - LaGuardia
Date of Travel: 06/24/2015
Time of Travel: 7:00 pm
Airline & Flight Number: AC7463
Checkpoint / Area of Airport: Security checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

6/24/2015 9:01:04 PM

Complaint: I, as well as other passengers, were denied the right to opt out of the screening machine as is our right. We waited over 30 minutes for an agent to come for a pat down and ultimately had no choice but to go through the machine or miss our flight. When we asked officer about it, he was rude.

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25293

To Whom it May Concern:

6/25/2015 8:37:47 AM

Very bad, horrible experience. Felt disrespected as well as violated. I feel TSA does what they want just because of how they are feeling at that moment! I was traveling though Miami airport at noon today with my family of 8 plus my 15 month old daughter, I went through the metal detector without the items that are protocol. I get to the other side of course I know that I will get extra screening because my 15 month old was traveling with me and required some drinking pediasure, it was requested by her doctor and as well as giving to her through her WIC to drink for when she doesn't want to eat which happens when I travel because it's not easy to have access to all the food she eats. I brought in my bag 4 bottles of pediasure (yes it sound a lot for a trip from Miami to Indianapolis,IN) BUT! The only reason I brought that much with me was because of the horrible delay(it was raining which no one has control of Mother Nature) we had on our way down to Miami from Indianapolis, we were scheduled to arrive at 5pm at Miami but didn't get there until 9:45pm AND I only took 2 bottles of pediasure and it was not enough! So by the end of the trip my daughter was crying her head off because she didn't want to snack on nothing, but wanted pediasure which I was out of. So for that reason this time around I brought 4 bottles instead. She was comparing my daughter's pediasure with guns & knifes. Verbatim: "do you bring knifes & guns though here then you don't bring this much milk & juice through here." I don't know what her issue was she need a break, was she having a bad day?! I don't care not my business but that doesn't give her any right to talk, and treat people like that! My theory is "respect is not given its earned!" I could careless, how old you are you are going to get what you are giving me. I could of easily cussed her out but; I'm better than that and I had my daughter as well as my family with me. She then proceed to ask me how many milks she drinks per hour (once again none of her business) but I politely answered. I even explained to her my past experience on my way down to Miami. She proceeded to call someone I guess some type of manager, to tell them that my daughter's juice in her bottle kept setting the alarm off and that it needed to be checked better. I told her that it was the same juice that's in the bottle that you have in your hand (Gerber strawberry/kiwi splasher). She then proceeded to tell me that I need to step to the side a get patted down IF I wanted to take my daughter's milk with me. So I did; I don't know what the protocol is but I believe she did it out of spite! She needs to work somewhere else where she is not dealing with people because obviously she doesn't know how to treat other people. Well she patted me down hit me like 4 times in my private area for whatever reason, she was forcefully hitting me in my privates. It was in Concourse D, older white lady with salt/pepper hair; I'm 5'-5" I would say she was maybe 5'-4" or 6" I can't even remember straight because I'm still livid. I had no time to waste because she made me waste the little bit of time I had to even complain on her. My parents, brothers and family believed that that patting (extra screening) was unnecessary. Then she started to talk nice to me after everything was said and done. I consented to the extra pat down because I had nothing to hide and needed my daughter's milk. Which to tell you how the truth, we did end up having a 2 and half hour delay. I don't know what you guys do in a situation like this but I believe she needs to be talked about her attitude towards people, we don't want to stop to deal with her just as much as she don't want to stop and deal with us. I think she was mad because I was telling her that if I packed it's because needed it. She kept telling me that I didn't need that much. She felt like I needed to keep my mouth shut and agree with her. But, that's not correct I needed I packed that much because I know what experience I had encountered before hand.

Regards,

(b)(6)

Sent from my iPhone

Submitted on Wednesday, June 24, 2015 - 22:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SFO - San Francisco International
Date of Travel: 06/17/2015
Time of Travel: 6:00 am
Airline & Flight Number: American Airlines Flight Number 208 Checkpoint / Area of Airport: Terminal B, Gate 57 TSA Employee:
==Complaints==
Complaint Feedback:
- Screening
- TSA Pre?™

Complaint:

6/25/2015 8:39:07 AM

On 6/17/15, I was traveling with my wife (b)(6) from San Francisco to Miami by American Airlines Flight # 208 departing at 7:00 AM (Our Record Locator: (b)(6)). Both of us are old, infirm, past 75 years in age and disabled. We both had requested wheelchairs. Both our Boarding Passes had Pre?TM printed along with our names. I had a very bitter experience at the Security Check at San Francisco Airport, before boarding the aircraft.

I suffered distress due to the prolonged and unjustified Security Check. I had informed the Security Officer before the screening about metal implants in my mouth and both the knees. Still, the Security Check lasted more than 30 minutes: it included walk-through metal detector, an AIT check, and thereafter a thorough patdown of whole body -- including removal of belt and patdown around my midriff and waist. In this process, I had to wait for my turn with each of the four officers who performed the checks one after the other. During the security check, I was moved away from my first screening area for subsequent checks, leaving my carryon bags and cellphone on the belt of the luggage

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 06/16/2015. Please refer to the traveler's comments listed below.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

6/25/2015 8:39:20 AM

Traveler Information:

Name: (b)(6)

Address: (b)(6) Elbert Colorado 80106

Email Address: (b)(6)

Phone Number: (b)(6)

Comments submitted to Redress (DHS TRIP):

Monday, June 15, 2015

I am a white male, age 63, 5'10" tall and 185 pounds. I have a TSA Precheck (b)(6) I am a mostly gray short haired, clean shaven, average looking and average sized man. I was wearing what I often wear when I travel: decent looking jeans, long sleeved cotton button down shirt, cotton v neck undershirt, socks, casual loafers with no metal, and underwear. There is NOTHING about me that would cause a concern to anyone.

I am writing with a complaint for inappropriate touching by a TSA agent at the Nashville, TN airport.

Date: 6/25/2015. Time: approx 11:15 AM. Flight: Southwest 360, non stop to Boston. TSA agents I interacted with: Officer (b)(6) checked my credentials in the Precheck line. Very nice lady. Officer (b)(screened me, I am complaining about him. Supervisor (b)(6) took my complaint and gave me the contact info. Very professional.

6/25/2015 2:13:11 PM

I put my laptop case and belt (another agent suggested my LL Bean leather belt that has never set off an alarm might alarm) I gladly complied. I went through the first machine with no problem, but I was randomly selected for additional screening. I gladly complied and went through the second machine where you hold up your arms. Officer (b)(said my back alarmed and he needed to pat me down. Again, I gladly complied and Officer (b)(patted me down and felt around my shirt, no problem. What happened next was a problem. Officer (b)(began to press into my back with his hands. He pressed into my muscles (I'm averaged size, no bulging muscles) almost like he was massaging me. It was inappropriate and invasive. After Officer (b)(cleared me, I immediately told him he was inappropriate and shouldn't be touching me like that. I told him I wanted a supervisor. I said it kind of loud because I wanted the other agents to know, so I wouldn't be ignored or forced to wait a long time. Supervisor (b)(6) came within a minute and heard my complaint and gave me the feedback form. He was very professional. He agreed with me that an officer shouldn't "massage" people. My problem was not with any of the regular security procedures. I've been through a hundred times. My problem was with Officer (b)(giving me additional touching that was not on the surface of my body. I would have gladly had additional inspection in a private area. I would have taken off my shirt if the officer couldn't clear me with a wand an a pat down.

What I would like is for Officer (b)(receive additional training about what touching is allowed and how to escalate if there are concerns. I have read about TSA agents stealing, falsely claiming a traveler needing a pat down so the agent could grope them, and other invasive behavior. Travelers are at their mercy if the agent wants to act inappropriately. They know we have a plane to catch and are hesitant to make a report.

I would also like an apology.

(b)(6)

Nashville, TN 37220

Sent from my iPhone

I am writing to you regarding my unusual experience on US Air flights #743 from Barcelona to Philadelphia, and then Philadelphia to Chicago on June 17, 2015. Although I am a Global Entry approved traveler, and had gone through security at the Barcelona airport, I was pulled from the boarding line and taken to another area for a full body pat down. I was told I was simply a random selection. Eight hours later, at the Philadelphia airport (to the best of my recollection I had not left the secured area), I was again subjected to a full body pat down, and again told it was another random selection. Obviously, these two pat downs were not "random." While I am in favor of any procedures that improve flight safety, I have absolutely no idea what caused a Global Entry approved 73-year-old Jewish man traveling with his wife of 51 years and his teenage granddaughter to be identified for such scrutiny.

6/25/2015 2:13:14 PM

(b)(6)

Highland Park, IL 60035
(b)(6) (Phone)
847-432-2251(FAX)

Submitted on Thursday, June 25, 2015 - 13:01 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - LAX - Los Angeles International
Date of Travel: 06/24/2015
Time of Travel: 6:30 pm
Airline & Flight Number: Alaska 469
Checkpoint / Area of Airport: Near Alaska ticket desks TSA Employee:
==Complaints==
Complaint Feedback:
- Other
- Professionalism/Customer Service

6/25/2015 2:14:43 PM

Complaint: While I was waiting in line, they did a swab of my hands and said it came back positive for explosives. From that point on, I was treated like a criminal. The female TSA agent was rude, abrupt and basically very abrasive. She didn't explain to me what would be happening; she just grabbed my things, told me not to touch anything and rushed me over to the xray machines. She was very disorganized and, again, treated me like I was a criminal. It was embarrassing and humiliating. When she detected my "attitude" (i.e., that I was getting mad about her treatment of me) she chastised me by saying that "this would go easier if you didn't have an attitude" to which I replied that I was not a criminal and didn't appreciate her rudeness and abruptness. At that point another woman took over and explained the pat down process which, as it turned out was very humiliating. And, while that woman was not abrasive or rude (she came across as "neutral"), after she did the physically offensive "pat down" and ran the results through their machine, called over to me from about 20 feet away that it was okay, I could go and then she turned away before I had the chance to say anything or

6/25/2015 4:07:15 PM

Caller states he has his KTN and has a knee replacement and was informed that he still has to be patdown. Caller asked if he can get his money back for precheck.

Submitted on Thursday, June 25, 2015 - 15:04 Submitted by anonymous user:(b)(6) Submitted values are:

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - LAX - Los Angeles International
Date of Travel: 06/23/2015
Time of Travel: 11:00 pm
Airline & Flight Number: U A 1749
Checkpoint / Area of Airport: Los angeles airport TSA Employee: A female. I don't know her name.she was a older person mid 50 t0 60.
==Complaints==
Complaint Feedback: Lost and Found
Complaint: I was held in a room waiting for the an agent to check and do a pat down,as i wear a brace to support my leg to help me walk.In the meantime my items and lugagae were in the trays going through the machine to be scanned. My tablet was in a separate tray as stipulated by law.after waiting for long time. My tablet was no longer there. I realised this only after I had boarded the plane.it is a digiland tablet with a purple case.it was brand new. T S A Terminal 7.if not found may i please be compensated for this

6/25/2015 4:09:43 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name:(b)(6)
Phone Number:(b)(6)
Email Address:(b)(6)

6/25/2015 5:09:31 PM

Caller is flying tomorrow with his family. He received his precheck number and had entered it already with his airline. He received it twice. He has artificial legs and he is and he got precheck because he does not like getting groped. He printed his boarding pass and he did not have precheck but his wife and two daughters who have not joined any program have precheck.

He booked under (b)(6) He is upset because he paid the 85 dollars to get precheck and they did not but yet they have it and he does not.

6/25/2015 6:10:47 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/25/2015 5:38:02 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/25/2015 2:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : A terminal
TSA Employee: (If Known) :
Comment : Tea precheck line closed because "they didn't have enough staff", and we were told to keep shoes on, no mention of liquids, laptops, anything, until we were already in the body scanner. Forced to have pat down because of non-metal items in pockets (because I am pre-check and this isn't an issue any other time), and baggage scanned again. Complete waste of traveler time, complete waste of tea employee time, and easily avoidable by two things: 1. Proper manpower scheduling. 2. Making it clear that even pre-check travelers need to remove liquids, any non-metallic items in pockets, laptops, etc. most annoying if all, WHY am I paying for pre check if it isn't being provided at this airport, while random non-pre-check travelers are being allowed thru pre-check lines at other airports? Where is the security/value?
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

Submitted on Thursday, June 25, 2015 - 16:36 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/12/2015
Time of Travel: 12:40 pm
Airline & Flight Number:
Checkpoint / Area of Airport: Terminal E (Delta Airlines) TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- TSA Pre?™

6/25/2015 6:10:55 PM

Complaint: I went through the TSA PreCheck line and because I have a knee implant, I was detained for a pat-down, made to remove my shoes and belt, and wait for the analysis of the material off the agent's gloves to be analyzed before I could continue to my gate. This is no different from the treatment that I go through when I am processed through the regular security lines. Therefore, there is no advantage for me to have the Known Traveler ID at a cost of $85. I would like for my Known Traveler ID to be returned and my $85 to be refunded.

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number (b)(6)
Email Address (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 6/25/2015 8:18:21 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Little Rock
Comments:Earlier today I asked to opt out of the scanner and to go through the metal detector and have a pat down. I am in the first trimester of pregnancy and my doctor has advised me to avoid these scanners as I typically fly twice a week for work.

6/25/2015 8:55:16 PM

When I asked to opt out, the woman on the other side of the scanner told me, "no, you have to come through."

I told her I was pregnant and preferred the metal detector. She told me no once more and said it was broken, even though I had just witnessed her allow a mother and her toddler to walk through right before me. She then told me it didn't matter to my baby and I needed to walk through.

I responded to her that my doctor told me no scanners. She rolled her eyes at me as a line started to form behind me. People were congratulating me and asking why they weren't letting me get the pat down. Finally a nice man came and had me sit to wait for the pat down.

When it was time for my pat down, the agent was extremely rough. As you know pregnancy leaves alot of the body quite sensitive and she was not careful. She actually slammed her hands into my crotch so hard that another female passenger actually stopped to watch to make sure I was ok, and flinched when the agent checked me. I've never felt so humiliated in general and would have expected far more understanding and sensitivity from a female agent in the case of pregnancy.

I just thought TSA should know about my experience. Traveling while pregnant is hard enough. We're already starving and thirsty all the time and can't bring food or drinks through, and when we are instructed to opt out of a scanner by our doctor, we are met with indignance and rough behavior. I'd really love to see a little more sensitivity from TSA on the matter. I understand they deal with tons of issues every day, but I really felt like I was being punished for asking to exercise my right to opt out.

I just went through security at Orlando International Airport and I want to report what I believe was inappropriate action by your screener.

I did the body scan and was then moved off to the side where a woman did a pat down of my backside. She touched my butt and my crotch and it was completely inappropriate. Seriously, my "lady parts" we're touched. This is NOT okay.

I am a frequent traveler, vetted by Fly Clear to bypass parts of security and in no way a threat to safe travel. I have been traveling since I was a toddler.

6/26/2015 8:32:16 AM What do you have to say about the actions of your worker?

(b)(6)

Sent from my iPad

Submitted on Friday, June 26, 2015 - 07:17 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: 06/26/2015
Time of Travel: 4:55 am
Airline & Flight Number:
Checkpoint / Area of Airport: North
TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- Professionalism/Customer Service
- Screening

6/26/2015 8:34:29 AM Complaint: My husband has a broken foot and is in a walking boot. He is able to take the boot off but cannot walk on it without the boot on. He asked prior to going through if he was ok to just go through the regular machine and they confirmed but once he was through no one had any idea what they were supposed to do to screen the boot. He offered to take it off so they could send it through in the beginning but no one could determine what the procedure they should be following was. A manager was called over but didn't seem to know any better than the agents. They wiped his hands and finally had him take the boot off and ran it through the machine. They then said they had to pat down his foot at which point they proceeded to SQUEEZE his broken foot until I said, "it's broken!" Unfortunately by that point they had already caused pain that required him to take pain medication. It's bad enough to have agents who have no idea what to do but to squeeze a broken foot when it by no means requires to determine there is nothing there is ridiculous. Unfortunately I was not able to get

Submitted on Friday, June 26, 2015 - 10:39 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Virgin Islands
Airport: VIRGIN ISLANDS - STT - Cyril E. King International
Date of Travel: 06/26/2015
Time of Travel: 11:30 am
Airline & Flight Number: Delta 2:05 pm flight Checkpoint / Area of Airport: TSA security (beyond ticket and passport check) TSA Employee: Supervisor (b)(6) and Officer (b)(6)

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/26/2015 12:18:57 PM

Complaint: I was traveling back to the US (Home) from a vacation in the BVIs - was injured and on crutches. TSA agent sent my crutches through the exray machine then asked if I could hop through metal detector (I was pre-check). I said yes, but needed my crutches). She would not allow me to touch the crutches because they had already been screened and I had not. Made me submit to a pat down - pulled up my shirt and skirt in full view of all passengers. Made me stand without with crutches. Attempted to touch my partial cast (with 4 broken unset bones). Supervisor (b)(6) was not helpful and lectured me. This was humiliating and downright unprofessional.

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 6/26/2015 10:15:37 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 06/18/2015 Airline & Flight Number : 1837 Checkpoint/Area of Airport : TSA Bag Check TSA Employee: (If Known) : JDF listed on baggage inspection Comment : TSA bag inspection: (b)(6) was on the bag insert. I know a lot of bags are inspected. I always get a pat down due to replacement joints and TSA does a good job, but my bags are always inspected and items

6/26/2015 12:19:05 PM

are always missing. This time it was a baggage scale and a bag strap. I almost did not find my bag because the strap was missing. I dont think it should cost me additional $ to replace these items every time I fly,which is not that often.
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

Submitted on Friday, June 26, 2015 - 10:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Massachusetts
Airport: MASSACHUSETTS - BOS - Logan International
Date of Travel: 06/26/2015
Time of Travel: 10:30 am
Airline & Flight Number: Jetblue Airways, #717 Checkpoint / Area of Airport: Checkpoint TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Screening

6/26/2015 12:19:07 PM

Complaint: I would like someone to explain to me why your agent (last name (b)(young hispanic female) did not offer me a private screening. After I went thru the scanner, I noticed that in between my genital area was highlighted, a woman came over and said I just need to pat down your buttox, open you stance for me. She then began rubbing down on my buttox which was very uncomfortable, especially in public. I asked the gentlemen standing in front of me (I couldn't remember his name, I believe it was (b)(6) young black male), aren't you all supposed to do this is in private, he then offered me a private screening. I told him well its too late now she's already almost finished and did not offer a private screening to me. He then said apologized. I would like someone to share with me as well as your agent (b)(6 the protocol when doing secondary screening on someone's genitals and private parts please. Thank you.

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

Submitted on Friday, June 26, 2015 - 12:27 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Wisconsin
Airport: WISCONSIN - MKE - General Mitchell International
Date of Travel:
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint:

6/26/2015 2:23:46 PM

It makes no sense. I'm a trusted traveler with TSA pre check and Global Entry. I also have an artificial knee. I obviously will trigger the metal detector. That causes a choice of either a pat down or trip through the back scatter machine. I travel a lot and don't want to use the back scatter machine. Since I qualified for only a metal detector and don't have to take off my shoes and everything out of my pocket, why can't they just use a hand wand to confirm I have no other metal on me other than my knee?
Today the pat down was much more comprehensive. I asked the officer a bout it and he said a new policy was just released.
Since he could not feel my artificial knee with a wand he asked me to go in the private room and take my pants down to confirm the metal was inside me.
What a waste of his time and mine.
If I travel to Europe on the return flight is accepted by U.S. Security. Time for this policy to be re-examined.

Would you like a response? Yes, I would like a response.

6/26/2015 2:36:51 PM

Caller traveled to Cancun in May. She had a problem with Southwest Airlines at the gate on her return trip from Cancun. She wrote a letter to Southwest Airlines. They told her that the people at the gate are contracted and that the people at the gate are employed by TILC. She wanted to know if I know what that is. Southwest Airlines has not satisfied her complaint. They said that they are not responsible for what happened at the gate. She does not agree. They stated in their letter that TSA required them to do that to her at the gate. She asked if TSA requires screening in foreign countries. Caller and her husband were almost the last people to board. She was told to step to a table and they went through her bags. They told her to turn around. They came around the other side of the table and begin to touch her. They used the palm of their hand to touch her waist, shoulder, and breast and went back up again. She said that it was not a normal patdown. She stated that they are not allowed to use the palm of their hand and they should have gone all the way down and not returned to her breast. She had already been through the main airport security check and they had no reason to do that to her.

Submitted on Friday, June 26, 2015 - 15:09 Submitted by anonymous user: (b)(6) Submitted values are::

Feedback Type: Complaint
State: Massachusetts
Airport: MASSACHUSETTS - BOS - Logan International
Date of Travel: 06/17/2015
Time of Travel: 6:10 am
Airline & Flight Number:
Checkpoint / Area of Airport: Alaska flight check point TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint: Despite the fact that I usually get the TSA pre-check status on outgoing boarding pass, I was selected for the full screening at the Logan check point and thus had to go through the newer 'hands in the air' scanner. Then because I was wearing cargo style pants I was subjected to a pat down as well, which would seem to make the scanner part unnecessary in my mind. However, my issue concerns the fact that I was ordered, military style, to turn around to get patted down on the back side - which meant my belongings, which were sitting on the conveyor, were no longer within my view. When I turned my head to keep an eye on my things, I was ordered to turn my head around by two of your cops, as if I had just pulled out a weapon or done something entirely threatening. All things considered, I know you need to do your job, but it seems only natural that I would want to keep an eye on my things - and it seems that with all the personnel you have up there, you could have someone that watches the belongings of those whose pockets you want to examine more closely - or have some place where they are put aside safely and in view. Your failure to do so makes an already tense situation far more so and for no good reason. It would also help if the rules and procedures were similar from airport to airport - one

6/26/2015 4:45:52 PM

Submitted on Friday, June 26, 2015 - 13:10 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: Work 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: Philadelphia
State: Pennsylvania
Zip Code (Post Code): 19107
Other: United States
Email: (b)(6)

6/26/2015 4:46:17 PM

==Incident Information==
When did this happen? 06\14\2015
Where did this happen? GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Caller claims she was molested by a TSA agent during the patdown. Caller is very upset.

Date Time: 06 26 2015 1:45
Gate Terminal: Gate 22
Airport: Oakland
Airline: Southwest Airlines
Flight #: 3228
Name of Officer: No
Badge Number of Officer: No
Incident Description: She was screened by the AIT and there was an anomaly. She was then given a patdown at the checkpoint and felt that she was molested.
Supervisor Name and badge number: No
Special Notes: officer s laughed at her as she walked away

6/26/2015 5:35:54 PM

Dear Sir or Madam,

I am very upset about the treatment I received Wednesday, June 24 at Denver International Airport.

I usually go through security very fast and am not even asked to take off my shoes. Wednesday, I had my two teenage grandchildren and with me. We have gone through security and number of times and know the routine. We were quick to get our possessions in the trays and on the conveyor. I asked the agent standing there if I needed to take off my shoes. He said, "Yes, unless I was 75 or over." I replied, "I was 70," and took off my shoes and put them in a tub. I joked saying, "I could have told him I was 75." He joked back, "that I was honest and wouldn't do that."

There was a scanner and a metal detector. I turned to see if I had to go through the scanner. The nod was "yes". I hate the scanner and feel it is an invasion of privacy. It also violates the constitution as people are searched without probable cause. I know the routine. I proceeded forward, feet on the marks, hands overhead. As I came out of the scanner, I was told to put my hands straight out and was checked with a wand. Next the female agent did a pat down. When she wanted to see what was in my pocket, I lost my patience. I said, "you want to see what is in my pocket, here" and pulled a Light Day and 2 Kleenex. She reprimanded me for having attitude and basically told me to comply so I could get through security. I began to wonder if I was going to have to take my clothes off. She then finished patting me down.

6/26/2015 6:15:40 PM

Meanwhile I am concerned about the watch my mother gave me before she died. It has a handmade Indian band that is quite unique. The band is probably worth close to $1000. I always take it off as it sets off the metal detectors.

I am livid. There was no excuse for putting me through a scan, doing the wand, and a pat down. If after all that you need to see 2 Kleenex and a Light Day, you have no business being in the security. I have no artificial parts, nothing that should have indicated a need for anything after the scan.

Meanwhile, numerous people had passed through the metal detector. All kinds of contraband could have passed through. There seemed to be so many holes in security it looked like a sieve.

I am going to write my congressman and senators and asked that the TSA be confined to only checking luggage unless there is probable cause.
Personally, I would prefer no TSA and no check. The U.S. is the land of the Free, the home of the Brave. It is foolish of us to allow terrorists to take away our freedom.

If you have a reasonable explanation as to why I should have been put through such an ordeal, I would appreciate being told. I am open to seeing your side.

(b)(6)

I have a concern that I experienced unprofessional conduct at security checkpoint C2 at the Newark airport on June 22, 2015 about 9pm. A female caucasian TSA agent, approx. 5ft tall, with frizzy/curly blond hair, parted down the middle and about chin length, ignored my notification of a medical condition and request to use the metal detector several people directly in front of me had just used. While being directed instead to the body scanner, I said I did not want to use it due to a medical condition, but would be able to go through the metal detector. She insisted I be given a pat down and made me wait while several people directly behind me were ushered through the metal detector. The woman right behind me even set off the metal detector repeatedly and yet was not detained for a pat down, with the same agent letting her back through the metal detector again and again and again.
My flight was boarding, but the agent said I had to "wait for someone to come." After several minutes waiting, watching others go through the metal detector, I objected that I would miss my flight, but the agent said I had to wait because "someone had been called."
When no one came, the agent finally pulled me past the line to the area where passengers retrieve their belongings. She asked if I had implanted devices or areas that are sensitive or painful to touch, which I told her I had, but she painfully poked me in the breast anyway where my mastectomy was and said "what's this?" She also said "can't you lift your arms higher?", which I had told her was one of the reasons I couldn't use the body scanner in the first place.
At no time did I raise my voice or fail to cooperate, but I did complain that I was was being treated insensitively. She said I was "making it worse" for myself and proceeded to purposely take longer.
Several times she kept cautioning me not to touch my things, even though she was done with the pat down and done checking her gloves for chemicals.

6/26/2015 8:06:07 PM

I found her attitude and approach demeaning, bullying, insensitive and pointless. She was on a power trip and enjoyed pushing me (and others I saw her interact with) around. She has no business working for the TSA. She makes no one safer and breeds resentment by her inhumane and unprofessional actions.
I did miss the last flight out of Newark to MSP with no accommodations provided, but that TSA agent was the worst part of it, by far. Her misplaced enjoyment at the misery of people in her power was particularly disturbing and made me wonder what this nation is coming to. I think that agent should be dismissed. At very least please direct her towards some human relations education. If she could follow the example of other more empathetic agents, passengers would be less traumatized by the already stressful situation at Security points today.

(b)(6)

St. Paul, MN 55105

6/26/2015 9:03:53 PM

REASON for the call: The caller stated that she flew from Mexico connecting at LAX and going to SEA. The caller stated that she was required to go through a pat down due to the AIT alarming in the crotch area. The caller stated that the alarm was an ominous and that she was not told she could have a companion with her. The caller stated she asked for a private screening and that the screening was uncalled for not necessary. The caller wanted to file a complaint due to having to experience the procedure.
Date Time:6.26.15 5:30pm
Gate Terminal: 69A
Airport: LAX
Airline:Alaska
Flight #: 281
Special Notes: Caller stated that she talked to Lead Transportation Security Manager: Yvette D Myers. Caller also stated she was traveling with her disabled child

6/26/2015 10:00:10 PM

Submitted on Friday, June 26, 2015 - 21:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SFO - San Francisco International
Date of Travel: 06/26/2015
Time of Travel: 7:05 pm
Airline & Flight Number: UA 1637
Checkpoint / Area of Airport: Security Checkpoint for Gate 69 TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint: Requested pat-down screening instead of AIT scanning as I am voluntarily permitted. TSA personnel were unable to locale a male TSA employee for about 15 minutes. Most staff were rude. One stout female Asian TSA employee even mocked my requests for assistance with a degratory response. She couldn't look me in the eye later. Finally, after a prolonged wait with my shoes and belt removed, holding my property the entire time, someone with the literal testicles necessary for the male pat-down showed up. This staff member was courteous and polite, in stark contrast to most of the other staff members of "lane 5". Get your staff into shape. They are a disgrace. All this for 95% failure rate.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25595

June 26th, 2015
To: TSA, Washington D.C., Reagan Airport, Flight DL1631, June 26th, 2015
Attn: STSO (b)(6)
From: (b)(6) Passenger, Delta Check Point
Re: TSA Formal Complaint for Improper Search/Patdown

This morning at approximately 10:30 a.m., today, June 26th, 2015, I entered, with my minor child, (b)(6) the TSA Security screening at Ronald Reagan Airport. We initially entered the main line and were stopped by a TSA agent that said we should move to pre-check. We followed direction and moved into the pre-check line only to be told at the next stop by the TSA agent checking ID and tickets that we were not to be pre-check and needed to use a gate to his left to enter the regular screening line. Again, we complied.

At that point, we entered the line in the middle of agents and I verbally told the security screener processing the luggage scanning that my daughter was wearing an insulin pump. I also pointed to the location of the insulin pump which was clearly shown with a clip onto her front pants pocket. The same TSA agent motioned for us to remove our shoes, place the bags onto the conveyor belt. The bags included a green back packpack, a teal backpacket, one pink carry-on and one red-carryon. For the shoes (two pair) and my daughter's cell phone, we used one plastic tub. The TSA agent told us to move to the left to the rectangle shaped body scanner (not the 3-d) and wait for assistance. Again, we complied.

6/27/2015 10:16:37 AM

At the location of the rectangle body scanner, we again told a different TSA agent, standing on the other side of the scanner that my daughter had an insulin pump. Again, we pointed to the pump. The TSA agent asked me what I wanted to do and I stated that I wanted a wand screening. The TSA agent said we had two choices, either to go through the 3-d scanner or to have a pat down. I explained that we could not use the 3-d scanner due to the possibility of the insulin pump malfunctioning as stated on the warranty from the pump manufacturing company. The TSA nodded her head in understanding but signaled two other TSA agents and asked what to do. Those TSA agents told her that we had to have a pat down. I agreed and said that I wanted to be present while my daughter received her pat down.

At that point, the TSA agent told me to go first through the rectangle shaped body scanner. I did. My daughter than followed behind. Several TSA agents ushered us to the middle near our conveyor belt and asked us which pieces of luggage were ours. I pointed out the two backpacks, the two suitcases and the clear box. A TSA agent said that our green bag, belonging to my daughter needed to be hand – searched. Two TSA agents removed our luggage and placed it on a table directly in front of the scanner.

A male TSA agent placed two blue gloves on his hands and asked us if we were carrying anything in the backpack that could hurt or poke him. I again explained that my daughter had Type 1 Diabetes and was carrying medical supplies but that they were in a contained pink bag. The male TSA agent begin searching the bag. Later, I discovered that the pink medical bag wasn't even in the bag that had been flagged.

At the same time, another female TSA agent was talking to my daughter.
I positioned myself so that I could look directly at my daughter while keeping an eye on my daughter's backpack search. The female TSA explained the procedure of a pat down and was discreet and professional.
She asked my daughter's hands and had to repeat her direction several times to have my daughter touch her insulin pump and then be swabbed by the TSA agent. Then, she started the pat down on my daughter.

Submitted on Saturday, June 27, 2015 - 09:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Request for Information
Date of Travel: 06/27/2015
Time of Travel: 7:00 am
Airline & Flight Number: Delta 5046
Checkpoint / Area of Airport: 1
TSA Employee:
==Request for Information==
Information Feedback: Screening
Request for Information: If Iam Tsa pre check and have to get a pat down(because Jacksonville,nc has not been allowed to get into this century with newer X-ray machines and because I have 2 new knees Iam subjected to pat downs)why is it I still have to take my shoes off and with the precheck why can't that be added to the precheck process. It is so degrading to have to go through that every time. I feel Iam being punished for something out of my control. Unless you have been through it before you do not know how badly it makes you feel. Thank you and I look forward to hearing from you

6/27/2015 10:17:10 AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

The results of this submission may be viewed at:

Submitted on Saturday, June 27, 2015 - 12:46 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English, or French
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Religion
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Colo. Rev. Stat. Ann. § 18-3-404(f) - Unwanted sexual contact while in the custody of law

Colo. Const. Art. II, Sec. 3, 4, and 7 - Enhanced right to privacy

US Const. Am. 1, 4, 5, and 14 - Right to privacy Are you filling this form out for yourself? Yes, I m filling this form out for myself

6/27/2015 1:07:03 PM

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Work Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Anchorage
State: Alaska
Zip Code (Post Code): 99508
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 06\27\2015
Where did this happen? COLORADO - DEN - Denver International
What happened?
(b)(6) lew from JFK to Bermuda in march, she waited 50 plus minutes for the same gender agent for a pat down. The next flight was in may from Newark to LA and she also waited for the a TSA of the same gender for a patdown. She is now flying from JFL to ACK and wants a female TSA agent ready for her when she goes through screening.

6/27/2015 2:07:45 PM

Date Time: June,29.2015 , 10:58am
Gate Terminal: Gate Number not provided,Terminal 5
Airport: JFK
Airline: Jet blue
Flight #: 1191

Submitted on Saturday, June 27, 2015 - 18:58 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/27/2015
Time of Travel: 5:30 am
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

6/27/2015 7:07:01 PM

Complaint: I believe that this agency needs a major overhaul and need to actually hire competent employees. To have to send 5 police officers to find my wife who is traveling with a 2 month old child for a second pat down is ridiculous. Maybe if they did their jobs correctly the first time they would have had to waste resources like that and cause my wife confusion and terror. This is governmental ineptitude at its finest. Your agency should be ashamed at how they represent the people of the United States.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25676

Submitted on Sunday, June 28, 2015 - 06:47 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Missouri
Airport: MISSOURI - STL - Lambert St. Louis International
Date of Travel: 06/28/2015
Time of Travel: 6:00 am
Airline & Flight Number: SW603
Checkpoint / Area of Airport: Main
TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

6/28/2015 9:29:54 AM

Complaint: I'm a pilot and travel for a living. I'm very patient with screening, as I fully understand it's necessity. In 14 years I have not experienced the rudeness I had today. On top of that, I was selected for additional screening (pat down). Again, I take no umbrage with the selection, however when the guy slams me in the testicles while patting me down, I take exception to this. Unbelievable behavior/professionalism.

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

6/28/2015 11:08:33 AM

I have read the policies on your website and would like to document a complaint. I am 4.5 months pregnant and went through the SeaTac TSA screening checkpoint this morning at approximately 6:20am. I requested to use the metal detector in lieu of the wave machine and was told that my only option would be a highly uncomfortable pat down screen due to "protocol". While I respect the mission to protect passengers, there is nothing on your website or passenger rights site that indicates that pat down is my only option. In fact your pat down site indicates that a pat down is only required if I refuse either wave machine OR the metal detector. I specifically requested to use the metal detector and was denied that right.

While I was forced to wait for a pat down I watched several other passengers - including a middle aged woman with her teenage daughter - be welcome through the metal detector. I am incredibly disappointed that I was not afforded the same rights and opportunity as this other woman and her child.

If you're going to force a "protocol" it should be clearly articulated on your pat down website and in you passenger bill of rights.

Submitted on Sunday, June 28, 2015 - 12:49 Submitted by anonymous user: (b)(6) Submitted values are::

Feedback Type: Complaint
State: Michigan
Airport: MICHIGAN - DTW - Detroit Metropolitan Wayne County
Date of Travel: 06/28/2015
Time of Travel: 12:30 pm
Airline & Flight Number: DL 1476
Checkpoint / Area of Airport: Level 3
TSA Employee:
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: I opted out and requested a pat down. The female officer who conducted the pat down was pleasant and professional. She insisted that her male supervisor needed to watch her conduct the pat down. Not only was having this male oversee her patting me down uncomfortable, but he also made inappropriate comments, such as "nice work, nice technique" to the female officer. It should be required that female officers are overseen by female supervisors during pat downs.

6/28/2015 1:08:20 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

The results of this submission may be viewed at:
Submitted on Sunday, June 28, 2015 - 11:12 Submitted by anonymous user: (b)(6) Submitted values are::

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: 06/25/2015
Time of Travel: 10:30 am
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- TSA Pre?™
Complaint: Why, in a huge airport like DIA, is there no scan machine for PreCheck? I have a knee replacement, which forces me to either submit to a major pat-down or go thru the regular lines in order to be cleared by the scanner. This isn't a small regional airport. I understand it there, but not DIA.

6/28/2015 1:08:47 PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25732

6/28/2015 4:41:30 PM

Incident Details: Caller was at Nashville airport and she did not receive assistance. Caller said she requested assistance and they just told her to go through the line as usually. Caller said she was requested to open a bottle of her liquid medication and when she said advised the officer that she could not do that she was advised she would have to have a patdown. Caller said she feels she was violated when she was patted down. Caller said the TSO that patted her down rubbed all around her private areas. Caller said it was a young black lady that gave her the patdown. Caller said there was also a older woman with red hair that was watching. The flight was on 6 28 2015 at 5:15:00 PM from BNA. Caller was flying with Southwest Airlines.

6/28/2015 6:03:25 PM

Submitted on Sunday, June 28, 2015 - 17:33 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Compliment
State: Nevada
Airport: NEVADA - LAS - McCarran International
Date of Travel: 06/25/2015
Time of Travel: 6:00 am
Airline & Flight Number: Southwest 4648
Checkpoint / Area of Airport: Checkpoint TSA Employee: Don't know . Very large man and about 300# .

==Compliments==

Compliment Feedback:

- Advanced Imaging Technology
- Pat-down

Compliment: I went through the x Ray and he asked me if I had a belt and said no and pulled up my t spirit. He sai leave your spirit down and started to rub the front of me pants, under ware my belt would have been and very hard which I was taken by supprise, I didn't understand it but I thought more about it and it was very unnecessary and violating, I have never had a problem like this before and have always been treated very restseptful. I try never to have anything on so I don't hold anyone up but this was out of place. I sorry but this guy should be watched he is very improper in touching a person, it really bothers me being molested by a person that is to perfect me. Thank you very much.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25764

Hello,

I'm writing to file an official complaint for unprofessional behavior against TSA screening officer (b)(6) at Dallas Fort Worth airport.

I travel for work and have been on at least 2 flights per week for most of this year, passing through many major airports in the US and I understand and appreciate airport transportation safety rules and the good job that most TSA agents do in keeping this country safe. Generally, agents have been very respectful and professional in doing their job, but one instance a few weeks ago was so bad that I felt the need to go out of my way to report it.

On June 4th, at just before 12:00 noon, I went through TSA screening for my flight AA0976 to Houston at 12:55. I have TSA Pre-Check clearance, so I planned my time according to how long Pre-Check screening would usually take. When I arrived at the screening location, I was informed that Pre-Check was not available that day, so I would have to go through standard screening.

After removing my belt and shoes and putting my carry-on through the X-ray machine, I asked to opt-out of the full-body scanning machine. At this point, Officer (b)(6) who was manning the station, became visibly irritated and asked me to step to the side to wait for a pat-down. I spent almost half and hour waiting. During this time, I asked the officer if he could please find someone to assist me, because I was concerned about my flight boarding time coming up. At one point, he called over to one of his colleagues saying "this guy's starting to be a pain in the ass," which I felt was very disrespectful and unprofessional for someone in his role.

6/28/2015 7:02:12 PM

Finally at around 12:40, Officer (b)(6) himself took me aside to do the pat-down himself. He was definitely annoyed at this point and this was reflected in the rough way he patted me down. I felt especially violated by how he roughly and firmly pressed his hands up my inner thighs and into my genitals.

By the time I finished with the screening, I had to run to my gate to board my plane on time and almost missed my flight.

I understand that I have a right to refuse to pass through a full-body scanning machine, and getting a pat-down as an alternative had never been an issue at any other screening at any other airport until that point. I don't understand why Officer (b)(6) would have been irritated by this, and I don't appreciate how he took out that irritation in his pat-down of me or how he almost made me miss my flight.

I am very disappointed by the whole experience and don't think that Officer (b)(6) acted in a way befitting a TSA agent, or anyone in a position of trust and authority, for that matter.

I hope that you will address this issue and please feel free to contact me if you would like any further information.

Best regards,

(b)(6)
Houston, Texas

Submitted on Monday, June 29, 2015 - 01:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Oregon
Airport: OREGON - PDX - Portland International
Date of Travel: 06/28/2015
Time of Travel: 1:30 pm
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: Civil Rights / Civil Liberties
Complaint:

6/29/2015 8:34:00 AM

My Girlfriend asked not to go through the body scanner. She waited. There was a metal detector that several people went through while she was waiting, men, women, and children, every time after she asked to go through it. She asked the gate TSA attendant when she could go through and every time, she was told that she had to wait for a TSA agent to be present before she could go through. Surely, this would be within reason, except that she (on the outside of the gates), and me (on the inside of the gates) stood there for at least 10 minutes, twiddling our thumbs, on what would happen. Also, still within guidelines for TSA or airline standards, we were at the airport within reasoning right at about the 90 mark for domestic travel to get to the airport. Th long line at PDX, combined with the indignant TSA employee, the name we sadly didn't get), helped us to be there barely within time.

I would like to ask:
1. Have female TSA agents available within a minute or so, so they can pat down if at all necessary.

Submitted on Sunday, June 28, 2015 - 19:00 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Missouri
Airport: MISSOURI - MCI - Kansas City International
Date of Travel: 06/28/2015
Time of Travel: 5:30 pm
Airline & Flight Number: United
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: TSA employee outside of the AIT was notified that I needed to keep my shoes on. Rather than handle discretely, he call the TSA employee from the other side of the AIT, who came through and demanded to know about my condition and to see my documents. I was embarrassed and offended in front of other passengers. He did not relent until I asked for a supervisor. Her solution, rather than send me through the AIT then enhanced screen my shoes, was to order an enhanced pat-down. This type of harassment and intimidation, whether the result of poor training or malice, is unacceptable.

6/29/2015
8:35:15
AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number (b)(6)
Email Address (b)(6)

Submitted on Monday, June 29, 2015 - 07:51 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: 06/29/2015
Time of Travel: 6:45 am
Airline & Flight Number:
Checkpoint / Area of Airport: Min terminal TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

6/29/2015 8:35:22 AM

I'm a holder of a TWIC card, global entry, and Nexus. So, I'm pretty sure that I'm in more government data bases than I would care care to know about. This morning I was "allowed" to enter the pre check line. AFTER going through the metal decter, I was selected to undergo additional screening. Not because I set off the machine, but because it was a random choice made by the machine. Thus, I was sent to the worthless full body scanner. I was not told to remove my belt and I may be able to go through with my wallet in hand. After going through the machine, my waist was boxed in yellow. hmmmm..... Belt? The screener made me remove my belt and placed me back in the machine. They could not have checked that area. Then the belt was passed through the baggage scanner. Every item was removed from my wallet and then she bent it back and forth.

Remember, I passed through the metal decter without incident and if the selection process skipped me, I would have gotten on the plane with the wallet and belt just like I am now.

Submitted on Monday, June 29, 2015 - 06:28 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? 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: Manvel
State: Texas
Zip Code (Post Code): 77578
Other:
Email: (b)(6)

6/29/2015 8:35:46 AM

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: Complainant is my father
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Little Rock
State: Arkansas
Zip Code (Post Code): 72204
Other:
Phone No: (b)(6)
Email: (b)(6)

Caller had a bad experience at Atlanta. His wife was treated poorly. They claimed she had a substance on her hand then she got a patdown in a closed room. He says she did not have anything on her and they did not tell her what they were doing and even what was on her hand. He said she was so upset she could not sleep last night. He said they should have gave her an explanation as to what was going on and why they were doing what they did. Caller did not feel his wife wasnt treated with dignity or respect. He feels the agents could do a better job at explaining what they are doing and why they do it. His wife s name is (b)(6)

CSM RFI-----Mishandling RFI
REASON for the call: Bad screening experience
Date Time: 06-28-15 at 9 pm
Gate Terminal: C
Airport: ATL
Airline: Southwest
Flight #: NA, ATL to Chicago flight

6/29/2015 9:30:05 AM

Caller has a complaint about how she was treated yesterday at BWI.

Airline: Delta
Flight: 3311
Date and Time of Flight: 06.29.2015 1240-100pm
Departing: BWI to RDU

She was chosen for PreCheck and an anomaly was found. So she had to be patted down

6/29/2015 12:57:01 PM

She is a cancer survivor with a prosthesis.

She asked for her belongings to where she could see them. One of the officers said no, very sternly and was training another officer. One of the other officers said she was going to pat her down and take her some place private. The other officer who was training the other said she was being rude and could get a supervisor.

She began to cry, and felt very humiliated.
A supervisor was called over, and explained to her about getting PreCheck. He was very professional.

She thinks maybe the trainee was a little anxious.

She also wanted to offer some suggestions; sensitivity training, explanation procedures for pat down, also if someone is traveling alone they should be able to see their items.
Her main complaint was with the trainer, who treated her as a criminal.
Submitted on Monday, June 29, 2015 - 12:20 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Indiana
Airport: INDIANA - IND - Indianapolis International
Date of Travel: 06/27/2015
Time of Travel: 1:30 pm
Airline & Flight Number: Southwest Airlines Flight 4591 Checkpoint / Area of Airport: Concourse B TSA Employee: No name tag and no badge number!

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service
- Screening

Complaint:

6/29/2015 2:18:42 PM

June 29, 2015
Director TSA,
This is to alert you to recent elder bias and abuse at the
Indianapolis Airport by a subordinate of yours!
On June 27 at approximately 1:30 pm, I was the subject of the
rudest, crudest and most abusive pat down by a TSA agent, because
I forgot and left a business card in my trouser pocket. Not only
was the agent rude and crude, he also tried to hurt me by jamming
the knife edge of his hand into my crotch!
As a TSA pre-approved flyer, a career US Army officer of over
twenty years and a Vietnam veteran, I find it difficult to
imagine myself as a threat to air travel. Rather, I believe that
the agent in question has a clear and demonstrated bias toward
the elderly and a perverse need to display perceived power and
authority to this 70-year old.
The action of your subordinate reinforces those who espouse that
the greatest threat to America is government and the petty
bureaucrats employed by the government.

6/29/2015 3:46:49 PM	REASON for the call; Someone at Reagan gave her card with our number on it. She has a three fold complaint. She has traveled for the last month to ATL, DFW and Reagan. She had to renew her id. She had asked if there would be an issue traveling with her renewal documentation and her expired id and was told it is not an issue. She had no issues at ATL or DFW. She only had issues at Reagan. She has Redress certification. (Have no idea what she means). She said they contacted the supervisor. The supervisor looked at the documents and told her it was unacceptable. He asked for other ids. She had credit cards and other ids and showed it to him. He said okay and told her to come through the line. She went through the scanner with no issue. She then was told that she had to have a patdown. The lady who patted her down gave her a full body patdown. She was intimidated by her attitude. She told her she was going to have to thoroughly search her bags and items. Her attitude was very bad. She said she had seen this lady laying on the counter and had a bad look on her face even before she patted her down. She is upset that she got the full body patdown when on other flights they only pat down part of the body after she uses the AIT. She is upset because the supervisor did not inform her of what was going to happen. She is upset at the female TSO's attitude. The supervisor on duty (b)(6) The Female TSO is (b)(6) Date and Time:June 29th at about 10:30 am Airport:Reagan Airline:American Flight Number:1602 The caller is a black American with black navy and cream one piece jumpsuit on.
6/29/2015 3:46:49 PM	REASON for the call; Someone at Reagan gave her card with our number on it. She has a three fold complaint. She has traveled for the last month to ATL, DFW and Reagan. She had to renew her id. She had asked if there would be an issue traveling with her renewal documentation and her expired id and was told it is not an issue. She had no issues at ATL or DFW. She only had issues at Reagan. She has Redress certification. (Have no idea what she means). She said they contacted the supervisor. The supervisor looked at the documents and told her it was unacceptable. He asked for other ids. She had credit cards and other ids and showed it to him. He said okay and told her to come through the line. She went through the scanner with no issue. She then was told that she had to have a patdown. The lady who patted her down gave her a full body patdown. She was intimidated by her attitude. She told her she was going to have to thoroughly search her bags and items. Her attitude was very bad. She said she had seen this lady laying on the counter and had a bad look on her face even before she patted her down. She is upset that she got the full body patdown when on other flights they only pat down part of the body after she uses the AIT. She is upset because the supervisor did not inform her of what was going to happen. She is upset at the female TSO's attitude. The supervisor on duty (b)(6) The Female TSO is (b)(6) Date and Time:June 29th at about 10:30 am Airport:Reagan Airline:American Flight Number:1602 The caller is a black American with black navy and cream one piece jumpsuit on.
6/29/2015 4:50:59 PM	The caller flew from Fairbanks to ATL and when he was going through security, the TSO noticed that his name was misspelled with an additional s on the end. The TSO then proceeded to empty out his Carry On bag and swabbed each item. The caller claims that in the process, his sunglasses case was broken. The caller also claimed that during the patdown, the TSO inappropriately touched and moved his genitals several times. He wanted to know why he had to go through the additional screening measures when it was only his name that was misspelled and why the TSO was so inappropriately thorough in the paldown process. He also wanted to file a claim for the broken item. Date-Time: 6-28-15 8:30pm Gate-Terminal: Not Provided Airport: FAI Airline: United Flight #: 1209 Missing-Damaged item description: Sunglass case
6/29/2015 4:59:02 PM	REASON for the call: Caller flew with Delta. He was unhappy with the screening. He went through the AIT. He had everything in the bins. He got to the other side and he had to undergo additional screening and he could not longer see his things. He is concerned about this. The agents were not he issue but he thinks it is an ergonomics issue because the angle does not allow you to see your personal items. H also does not have an issue with the AIT or the pat down. Date Time: 6-25-2015 at 10:30 PM Gate Terminal: ? Airport: SFO Airline: Delta Flight #: 551 Bag Description: It was a standard small black bag. He also had a computer bag.
6/29/2015 7:22:23 PM	Caller states that his wife was held up at the airport for an hour because her ID did not have her marriage name. The officer continued to hold everything up and searched her carry on and also gave her a pat down in front of everyone. Caller states that the officer told her that she should of read the rules online before trying to come without the correct ID. His wife also had a name change paper from the state that she showed the officer and he said that would not work. Airport:Philadelphia Airline: US airways Flight #: 2001

6/29/2015 9:31:00 PM The 18 year old passenger went through additional screening including a private patdown and swab test, but she only had her permit as ID. She wanted to know why this happened.

6/30/2015 11:33:26 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Permitted Items Current Date/Time : 6/30/2015 8:55:54 AM Airport : DAL - Dallas Love Field Date/Time of Travel : 06/30/2015 6:30 AM Airline & Flight Number : 270 Checkpoint/Area of Airport :
TSA Employee: (If Known) : Preston
Comment : My husband travels a to Tulsa every two to four weeks.As is conditioned as worded he has been unable to go through the machine. So he has had to be patted down.This is the second time my husband has been treated with such of lack of disrespect .Today he was left standing while two TSA employees debated who was to conduct the male pat down.My husband can not stand long and I informed them of that and I was told an employee named (b)(6) was to take of him.Instead of doing that he cont to converse with the othe employee as to why he eas not going to do it. since they were having that debate my husband was left standing not allowed to sit in the wheel chair.So I handed my husband his cane he would have something to lean on.I was then told that since I touched hom I too had to be patted down.I told them I did not touch him but handed him the cane. I was approached by a female TSA employee who stated she was a supervisor and that she would be patting me down.Please not that my husband still had not been attended .I voiced my concerns and the female told me that was enough talking about it and to shut my mouth.I was so surprised as I was not raising my voice or acting out of order.This was witnessed by the wheel chair attendant that was waiting to assist my husband .I asked for another supervisor and three others came over and they had to talk about it,finally after eight minutes of waiting my husband was being screen.He has a back pack that contains his meds and his formula(he is on Tube Feeding which is a continuous feed) The TSA eye that was checking the bag told. Him that it was over the limit.Now we have been traveling and mo money has made such a comment before.In the past the formulas are simply checked. My husband is going to the Cancer a Treatment Centers of America in Tulsa.he has Stage4 Lung Cancer with Mets. He is usually in a lot of pain. The stress and the poor customer service he received is unacceptable .And to be told by that first female Supervisoir -that is enough talking now shut your mouth is a beyond the pale.I did not get her name or the others as I was too concern with my husband and if we were going to make our flight.I am not sure what was going on with these employees .I not sure if they lack respect for people with a. Disability or if (b)(6) had and issue touching a person of color .I do know that (b)(6) never did the pat down.We were finally cleared to go to tha gate at 6:48. I have signed us up for the TSA Pre Boarding however even that status would not have prevented this poor customer service .I would like all involved to be retrained or trained on how to screen disabled passengers .
Would you like a response? : True
Passenger's Name (b)(6) and (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

6/30/2015 12:47:03 PM

Submitted on Tuesday, June 30, 2015 - 12:11 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 :
- 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: Raleigh
State: North Carolina
Zip Code (Post Code): 27617
Other:
Email:(b)(6)

==Incident Information==
When did this happen? 06\30\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles
International
What happened? I was at the American terminal 4 Security at around 8:20am. I am pregnant and requested to opt out of the scanner. The TSA agents proceeded to lazily call for a female

My name is (b)(6) I have a rare disability that affects the bone growth and circulation in my right leg. I have been discriminated against because of my disability repeatedly by TSA. I have always complied with all of your rules and regulations and yet I am still discriminated against. Most recently I went through security today at O'hare airport. Two of your TSA agents had me walk through the imaging screen. I informed them that I had a disability and that I was wearing a compression stocking on my right leg. I also informed them that my right leg is bigger than the left because of poor circulation and I have undergrowth and overgrowth of the bone.

They then wiped and tested my hands. And I stood there for quite a long time while several more people went through because they didn't want me to leave but in their words, they weren't sure what to do. I then had to go through a pat down on my leg and the metal detector wand on my leg. All while not being able to put on my shoes that have lifts inside of them so I can walk. It was very painful for me to stand there without the medical device I use in my shoes to help me stand and walk. I was still not allowed to put them on and they had me stand there for 10-15 mins while they figured out what to do. Has there been literally no training for your TSA agents on dealing with disabilities?

I was also asked personal questions about my disability over and over again, and in front of other strangers that were being screened. It was not done respectfully, it was not professional, and it clearly never would have happened had I not had a disability. The two TSA agents who were working were named (b)((Male) and (b)(6) (female) and this was at 12:33pm at O'hare in Chicago on 06/30/15.

6/30/2015 4:29:35 PM

I have the right not to be humiliated or discriminated against because of my disability every time that I go through TSA. I have also paid for and been accepted as TSA Precheck, but the airport said that you blocked it from going on my boarding pass. This is not the first time this has happened. Why when United is one of the airlines that you say uses TSA Precheck and I am accepted into TSA Precheck, am I no able to use it? My KTN is (b)(6) Please explain to me why I have repeatedly not had the Precheck on my boarding pass and yet I have entered it in online when I purchase my tickets and everything says I am able to do Precheck until I arrive at the airport and they tell me otherwise but have no explanation.

I would like to submit a disability discrimination claim over this incident. I do not want to live my life in fear of going through TSA because I am humiliated over the way they treat me during the screening process and denied wearing my shoes which have a medical device in them that makes it possible for me to walk. I am not treated with respect and the TSA agents could not be described as professional or even trained on how to screen someone that has one leg that looks different than the other. I should have the same screening process as everyone else. No one else in line around me had an experience like I did, but none of them had a physical disability either.

I also want to inform you that I am contacting the ADA over this. I have the same disability as (b)(6) He is a professional golfer who took his case against the PGA to the Supreme Court over being discriminated against and he won. It is a very rare disability called Klipple-Trenaunay. Just to give you someone to reference so you have an idea of what it is like. I am also contacting United over this incident. Please let me know how to proceed with TSA about my claim of disability discrimination.

to whom this may concern

6/30/2015 4:29:48 PM

I would like to express my gratitude to the young man in Boise Idaho....I am 61 yrs old and don't hear very well (ask my wife).. when I went thru the xray machine (guess that is what it is called)....come out and this blonde headed kid starts rambling on very fast ....I told him he needed to slow down I am old and slow.....then he copped an attitude like he was put out.....then he asked me if I wanted to get pat down in private....at this point I wanted what ever took place to be in front of God and everyone....so he proceeded to do his thing with quite the attitude.....then after it he was done . I thanked him for the gentleness....for I think he banged my balls with the attitude.....my first experience on plane in 20 years.....I realize they deal with alot of people. but leave the attitude at home ....don't take it out on a person's privates.....
Hello:

On the morning of June 20, I flew out of the Ft. Walton Beach, FL (VPS) airport to my home in Charlotte, NC. I presented the TSA agent with my TSA pre-check boarding pass and NC Driver's license. Because my boarding pass contained only my maiden name (b)(6) and my driver's license contained my full married name, (b)(6) the agent insisted I go through a special screening process which included a full body pat down, heightened check of my carry on, and a review of other identification I had in my purse. Fortunately, I did not miss my flight, however, I did find all of this additional attention unnecessary as it is very evident that (b)(6) and (b)(6) are one in the same person. I'm a U.S. citizen with no criminal record whatsoever, I had TSA pre-check (and typically do have it when I travel), and explained that for the past 3 years (since my marriage) I've gone through nearly every major U.S. airport with no questions asked and no eyebrows raised (including through Customs with the same situation). In fact, I had just come off of Eglin AFB where I underwent an FBI background check utilizing the exact same identification with absolutely no issues.

6/30/2015 6:16:27 PM

While I am sure the TSA agent was trying to follow the rules to the letter, I think there should be some level of personal empowerment to make judgment calls based upon the situation. It seemed that the other TSA screeners also found her actions excessive in that they were barking corrections at her and sighing in frustration at the hold up that was being created for me and other passengers as a result of her actions. In the future, I plan to carry two forms of ID with me so that I can definitively prove that (b)(6) and (b)(6) are the same person as I do not wish to change my travel profile with the various airlines since I generally get TSA pre-check and greatly appreciate the convenience it affords and would not wish to jeopardize that.

I would be most interested to hear whether TSA agents do have some level of personal empowerment in situations like this and also whether I have the right to escalate my concerns at the security screening area if I'm ever faced with a similar situation.

In advance, thank you for your response.

(b)(6)

I tried to file a complaint through the online form but every time I tried to submit, it said that access was denied so here is the following information for my complaint.

This allegation is based on a Civil Rights\ gender profiling allegation.

My contact information is as follows:

(b)(6)

Mesquite, TX 75181

(b)(6)

HYPERLINK (b)(6)

This happened on June 29, 2015 at the San Diego International Airport.

6/30/2015 6:17:34 PM

I was waiting in line at Security Checkpoint before the body scanner machine. I was flying from San Diego to DFW- AA1159. It was about 1:30 pm. I was wearing a long flowy dress with a light denim jacket over it. I was about to go into the machine when a TSA officer yelled at me and said, The buttons are going to be seen. You need to take the jacket off. I said, It s okay, I wore this last time at a checkpoint and yes the buttons showed up but I don t really feel comfortable taking the jacket off. The officer yelled, Just take it off! and proceeded to rub himself around the chest area to say that the buttons would be seen. Then another officer kept on yelling Just take it off! I didn t want to cause a commotion and I was already slightly annoyed. When I took the jacket off, one of the officers yelled, Whooo, thats right! Yea! The first TSA officer was the one guiding people to go through the scanner machine. He had dirty blonde hair. The second officer was off to the right side. He wasn t checking the bags that were going through but He walked over when the other man started yelling Take it off. He had dark brown hair and a mustache. The two men proceeded to laugh as I walked through the machine. I think they were trying to say that the pat down would be embarrassing but in all my life, I have never been humiliated and treated like a piece of meat like that, it is never okay to holler at a woman. Nonetheless when a woman is wearing a long modest dress and yell Whoo, that s right after she takes off a denim jacket at the security checkpoint. It is rude, sexist, completely inappropriate, and uncalled for. Do not treat me like a piece of meat and proceed to laugh at your completely insensitive remark. Sexual harassment and demeaning women is never hilarious. I will never travel through San Diego again.

I would like a response back from TSA because I am angry, humillated and upset about what happened. TSA officers should be a little bit more sensitive to the remarks that are being made especially to the opposite of sex and especially in the way that they say things. I would also suggest having at least 1 woman TSA officer present as well.

Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and\or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I will cooperate with Transportation Security Administration's (TSA) complaint resolution activities undertaken on my behalf. I understand that my failure to cooperate with TSA may result in the closure of my complaint. I understand that the TSA may share the information I have provided as needed to resolve this complaint.

I have tried repeatedly to submit a complaint on your website: http://www.tsa.gov/content/talk-tsa

I have attached the error message that says "The TSA web content platform is unavailable"

I have attached the complaint for you to route to the proper party.

Here is the text of my complaint which is not fully visible on the PDF attached:

I opted out of the AIT screening for several reasons that I will not cover here in my complaint. I do have two concerns about the treatment I received because I opted out:

6/30/2015 10:04:09 PM

1) I was repeatedly told by several TSA officers to move to an area where I would be completely out of view of my personal belongings (purse, wallet, laptop, and carry on bag). I have had items stolen previously and was extremely embarrassed and afraid of repercussion and retaliation from the officers who told me repeatedly to leave them on the conveyer belt and walk to an area at considerable distance where I would not be able to see them. I stayed next to my belongings until one of them finally moved them near to the area where the "pat down" would take place so I could keep an eye on them.

2) I then was waited and was given a "pat down" however there was no "patting". It was rubbing and stroking and pulling on my thin dress. I was wearing a thin cotton sleeveless short dress with no stockings. The female officer continually and repeatedly rubbed and stroked the small areas of my body that were covered. This felt aggressive and as though I had been assaulted. There was no plausible explanation for why she would repeatedly stroke the same area of my breasts and buttocks and thighs. This repeated motion of rubber gloves on the light cotton dress caused the dress to pull and stretch.

I am a 62 year old woman, traveling first class to visit my daughter. I have worked for a Washington State government agency in high level trust positions for 24 years. I have travelled all over the world independently for 45 years. Throughout those travels, I am accustomed to being treated with respect and dignity just as I treat others.

7/1/2015 10:16:57 AM

Caller is needing to know how many white haired old ladies in wheelchairs does TSA find as terrorists? Her 85 year old mother uses a wheelchair to get through the airport and a couple times in the last several years she has had to go through a patdown screening and is needing to know why?

7/1/2015 2:17:11 PM

To whom this may concern,

Greetings my name is (b)(6) the reason for me to contact you is because I feel that TSA attempted to violate my personal space by requesting to pat me down in order to allow me to have my baby's food granted access on to the plane I am traveling on from Worcester, MA going to Fort Lauderdale, Fl. The agent's claim
Was that it was over the 3 oz. Limit. He also stated that instead of opening to inspect the items what they do is pat down the parents. That really got me upset because they are patting down people that have been cleared by the detector machines to allow food containers into the planes. To me they are taking an easy way out of doing their jobs correctly. I contested their request and they insisted that it is part of the TSA protocol. I checked such protocol and in your site it clearly states that if baby food is larger TSA agent can allow it as long as it has been properly inspected by TSA. To me a pat down is not a proper inspection of the food. I am concern and upset at the handling of this matter by the crew at ORH. I did not ask for the name in fear of possible retaliation and instead filed this complaint. I hope to hear from you via email. I will counsel a legal advisor for recommendations on this matter and hope this does not happen to another parent nor person. I know that there has been such request by TSA agents from other states that were patting down people for pleasure. I feel my rights were violated and there was no probable cause for the pat down request. Thank you and have a wonderful and glorious day!

Sent on the new Sprint Network from my Samsung Galaxy S®4.

7/1/2015 7:47:37 PM

Caller had only a temporary drivers license when coming through the check point at the Houston hobby airport. When TSO s questioned his form of ID the passenger felt very upset. Also when doing the pat down he was very upset and didn t understand why that was necessary.

Feedback Type: Complaint
State: New York
Airport: NEW YORK - LGA - LaGuardia
Date of Travel: Jun 29 2015
Time of Travel: 1:40 pm
Airline & Flight Number: American Airlines, Flight Number 337, Gate D7
Checkpoint / Area of Airport: TC CHK C2
TSA Employee (If Known): (b)(6) (TSM)
Complaint Feedback: "Professionalism/Customer Service," "Other," "Screening"

Would you like a response? Yes, I would like a response.

Passanger Name: (b)(6)
Phone Number
Email Address

7/2/2015
12:05:18
PM

Complaint
On June 29th, I was traveling from New York City to San Francisco. My flight plan was to leave from New York's Laguardia Airport to Chicago and then eventually take a connecting flight to San Francisco. The plane's departure time was at 2:15pm from Gate D7 flying American Airlines Flight Number 337.

I arrived at the security checkpoint at about 1:40pm. When I arrived at the security area, the foot traffic was fairly light. With 35 minutes remaining to my flight's departure, while seemingly brief in scope, TSA was well positioned to address my security screening in the time allotted. The terminal checkpoint wasn't large and TSA was well staffed, so I'm confident in making this conceit.

When I arrived, an agent immediately swiped my palm, to which I made no objection. Unfortunately, since I used a hair-pomade product only hours earlier, which I quickly realized that some of the residue still resided on my palm, the test failed triggering TSA's security protocols. At this point, the countdown to my departure started from about 1:40pm -- again, TSA's staff had 35 minutes to determine if I was a security threat. I was told that a male supervisor who is specially trained is the only person who can actually perform a pat down.

All of the TSA staff whom I met were both professional and polite. Seven agents always lingered nearby understanding and empathizing aloud with my dilemma, asking the same question 'why should it take so long for a supervisor to arrive?' The staff would walkie-talkie the request for a male supervisor but no one arrived. We sent out a message repeatedly every 5 to 7 minutes. In the end, the supervisor arrived only two minutes before my departure time. A female agent started my process, but the male supervisor was the one who actually completed the process. The male supervisor elected to have another male present in a private room, stating that this decision was proper TSA protocol. Needless to say, the actual pat down took 2 minutes but once I was finally cleared, I indeed missed my flight.

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: 33141

7/2/2015 12:06:17 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? yes
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Baltimore\Washington International Thurgood Marshall Airport
Disability Description: Caller was in wheelchair and had a metal shoulder replacement.

Incident Details: Caller was traveling and upon arriving at the Nashville Tennessee Airport in the screening checkpoint she caused the explosive detection to alarm. She received secondary screening and is extremely upset. She received a pat down and states her rights as a passenger in a wheelchair have been violated.

7/2/2015 1:56:18 PM

Delta Flight 6229
Gate B4
6-29-15
6 AM

Caller does not have an email address to send the RFI to.

I was at check point 4 hotel 1340 AIT2. I very uncomfortable about an agent. a Black male. Pulling my pants down during a PAT down. He laughed about it. I feel I was violated and joked at. The time was approximately 130p. I want to file a FORMAL complaint.

7/2/2015 4:06:47 PM

(b)(6)

Sent from HYPERLINK "http://www.typeapp.com/r"TypeMail

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/2/2015 2:05:17 PM Airport : BNA - Nashville International Date/Time of Travel : 06/30/2015 2:00 PM Airline & Flight Number : Southwest 889 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) (b)(6) Comment : Dear Sir,

My name is (b)(6). My son and I were passengers on Southwest Airline flight #889, which departed from Nashville International Airport on June 30, 2015. My son is seventeen years old. I was cleared through the body scanner at the security checkpoint at Nashville International Airport. However, TSA officer (b)(6) badge (b)(6) asked my son to step aside after he walked through the body scanner. I stood nearby and no one communicated to me the reason for my son being detained. My son asked officer (b)(6) why he was being detained. The officer responded that "the body scanner had detected a groin anomaly" when my son passed through. Officer (b)(6) called on his radio for male assistance. My son asked officer (b)(6) if he could perform the body pat down, since we were trying to get to the flight gate. The officer responded, "no, because of the groin anomaly, a different procedure had to be performed".

We waited for more than twenty minutes and no male assistance arrived. We observed several other male officers in close vicinity, but officer (b)(6) did not ask them for male assistance. Another male officer happened to walk by and officer (b)(6) asked him to perform the pat down. The second officer and my son stepped over to the side. The second officer performed the body pat down and asked my son to remove the contents from his pockets. The items in his pockets were paper currency and cough drops. The second officer swabbed my son's palms and placed the swab in a machine for analysis. The machine returned a negative result, and my son was released.

7/2/2015 4:07:06 PM

Please explain to me your policy and procedure regarding a "groin anomaly".

I would appreciate your attention and response to this matter.

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

7/2/2015 4:47:48 PM

Caller has paid the $85.00 for the TSA pre. She says she now want to do GE. She says she traveled this week and she wasn t selected for PreCheck and the last two times they checked her body.

Was this the first time she wasn t selected? Yes
When she says check her body did she mean a patdown? Yes
I am writing to file a general complaint about the TSA screening process in terminal 4. I have been reluctant to do so in the past as I can appreciate the need for passenger safety, but after today s experience I felt I had to say something. This operation at Fort Lauderdale Terminal 4 is the only TSA checkpoint at this airport, and in the U.S., where I have problems with the agents improperly touching me and with misidentification of items in my luggage. I have been an airline employee for over 20 years, so my background has been thoroughly checked to be employed in this industry and in addition to that I have TSA Pre check and Global Entry. However, at times when those options are not available, only at Terminal 4 do I receive a rather invasive pat down EVERY time I go through security there. Today they put their hand down the back of my pants without asking me anything and without warning. I m outraged. I fly over 150 times a year, and often clear TSA at another airport or terminal wearing the exact same clothes the same day with no issue. It makes me wonder if they use the equipment properly at Fort Lauderdale T4? The purpose of this technology is supposed to be so they can see things and not have to touch you - so why is it the reverse here?

If that wasn t bad enough, then the agents only at this checkpoint argued with me that my Surface tablet is a laptop computer. It s not. It s a tablet so it stays in the bag. Always does everywhere else I fly. Only at Fort Lauderdale Terminal 4 does it become an issue. When I fly through other airports or other terminals here - no problem.

The incident above occurred on Thursday, July 2, 2015 at approximately 650pm local time. Three security lanes were open. I was in the one lane where I did not get randomly selected to participate in pre check.

7/2/2015 8:02:20 PM

What s wrong with TSA in Fort Lauderdale Terminal 4? Thank you in advance for your assistance in helping me understand why the passengers who use Terminal 4 at Fort Lauderdale should be subjected to substandard treatment.

Best regards,
(b)(6)

Miramar, FL 33025
(b)(6)

Sent from my iPhone

To: Disability and Multicultural Division

Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement

701 South 12th Street, TSA-6

Arlington, VA 20598-6033

Copy: TSA Contact Center

7/3/2015 1:07:45 PM

From: (b)(6)

Franklin, TN 37067

Re: Abuse by a Transportation Security Officer and obstruction of collection of data to report abuse

The following events occurred 28 June 2015, about 04:50, at Nashville International Airport (BNA).

I had checked in at the American Airlines ticket counter to fly standby on AAL 1264, BNA-DFW, departing at 06:00. My 13-year-old daughter was accompanying me. She had been issued a TSA Precheck standby pass, and I was issued a normal standby pass.
Caller said she called earlier and the person she spoke the lost and found is open today but it is not.

7/3/2015 2:46:53 PM

She flew in from Vancouver Canada to PHX and entered screening Termninal 4 Gate B to connect to MCO.
She does not use the machine so she always asks for the Patdown and this time she had to wait for a TSO and they had their items checked first so when she came back and collected her things she did not get her laptop.

She called Lost and Found 10 times already.

She asked me to go over and check on it for her or give her a PH# direct for the TSA checkpoint.

TSA Headquarters

TSA, WAS IT NECESSARY TO DO A FULL SEARCH ON A 75 YEAR OLD WOMAN OR ARE SOME AGENTS JUST PREYING ON THE ELDERLY?

I question if the extensive body search and pat down I received on Tuesday morning, June, 30th was necessary from the Cleveland Hopkins Airport female TSA agent.

I am a 75 year old petite woman weighting 94 pounds traveling with my 80 year old husband.

As a career military family, we both showed our military I D cards as identification to the first TSA agent.

First I was instructed to go through the walk-thru x-ray and then the commands started with the female TSA person telling me to go back out and "stand there" pointing to a very specific spot on the floor. I was then instructed to come into the full body scan. Then I was told that I had numerous spots on the scan and that I needed a full hand search of my body, my arms, wrists, legs and ankles. At one point, I started to lift my T-shirt out from my mid-drift to show her there was nothing there. She yelled "put your shirt down". After the full body search, I thought for certain I was finished.

7/3/2015
6:03:40
PM

Then in a very demanding and intimidating voice, she told me to follow her over to another location to where I had to have the palms of my hands scanned.
With that done, I thought I must surely be finished. No, as I took a step to go back over to collect my bag, she said, "You stay right here until I tell you, you can leave".
With my husband and I both being over 75 and the airlines having our profiles, we are routinely placed in TSA Pre-Checked line. Flying to Cleveland, we were TSA Pre-Checked, but not leaving.

I hope that other elderly women such as my self are not picked out to go through such an ordeal. Or are we just easy prey?

With Regards,

(b)(6)

San Clemente, California 92673

(b)(6)

Madam or Sir,

Today, July 3, 2015, at approximately 3:30 pm, my 11-year old son and I went through TSA security screening near United Airlines checking in terminal C at EWR in New Jersey.

My son, who has a casted broken arm, stepped ahead of me through through the metal scanner, without issue. He moved ahead to wait for me. I was then called through the scanner, which beeped, and I was told to step back through because I had been "randomly chosen by the machine" for a pat down and was pulled aside for further screening. My son stayed on the far side of the scanner. In an effort to stay with my son, I asked if my watch might have triggered the machine and asked if I could just remove it and send it through the scanner so we could stay together. I was told no, that was not an option and I would need to stay where I was on the other side from my child, and wait for a female agent to come and pat me down. I waited, and after a bit of time was then told by a different male agent to walk into a plastic tube/body scanner. I did as he asked and continued looking at him for instruction about proceeding for a pat down. He then told me to put my feet on the yellow foot outlines, which I promptly did. He asked if I had metal in my pockets, I assured him I did not and he stood, just looking at me, and I remained in place, looking at him, waiting for his next instruction. I then asked what I was to do. At that point he loudly yelled at me, asking why I couldn't "just read the instructions right in front of my face" instructing me to raise my arms. I stated that I had had not seen the instructions on the wall of the scanner because I been looking not at the wall, but at him--trying to listen to his instructions. He was clearly furious that I had not somehow realized that my required "pat down by a female agent" was actually a full body scan and then a pat-down. And certainly, no TSA agent shared my concern that I was being delayed and separated from my child. I was then also patted down by a (very polite) female agent, but during this process, I did not know what had happened to my son.

7/4/2015 9:38:28 AM

My son (again, age 11), while separated from me, was then approached by a TSA agent and told to come (alone) for additional screening. I was not present and was unaware that this was occurring, and he was not asked where his parent was. He was then questioned, given a separate scan by wand and a pat down of the plaster cast on his broken arm. He stated that the agent was polite but that he was afraid because he did not know what had happened to me, and did not understand what was happening. He was confused because he had cleared the screening but then, while alone and trying to wait for me to reappear, was approached and required to submit to solo, separate questioning and pat-down. He understands the typical security screening process and knew that this had never occurred before and was justifiably alarmed.

My understanding is that both separating a parent and child, and also approaching, questioning and screening a child who has been separated from a parent is against policy and is clearly unacceptable on many levels.

I respectfully request an investigation into this alarming incident and thank you in advance for your reply.

Sincerely,
(b)(6)

Lynchburg, Va 24503

(b)(6)

7/5/2015 9:21:21 AM

My daughter is hearing impaired and has flown a number of times and never have we been treated as badly as we were today by a TSA agent named (b)(in Portland Oregon!

We have been told since my daughter was five, she is now almost 17, by doctors and the manufacturers of her cochlear equipment to NOT allow her or her cochlear equipment to go through security! (b)(very rudely and condescending told me that it was perfectly safe for her to go through security and even put her equipment through the X-ray machine before I approved it!! Telling me that the doctors and manufacturers of her equipment did not know what they were talking about!!! He spoke down to me and my daughter and was trying to make her go through the image machine even though we requested a pat down!! I have never in all my years of traveling been treated so rudely, my daughter was almost in tears and horribly embarrassed!

I will speak with my daughters doctors but I am amazed at how you allow your TSA agents treat people and especially someone with a disability! She was having a hard time understanding what was going on and (b)(was totally rude and spoke to her as if she were stupid!! When I asked for his info he told me that his name was (b)(and that's all I needed to know....really? Is this how you train your agents? Your website states that you will be accommodating of people with special needs?! Whenever we have traveled before they have searched her equipment bag and patted her down....this was a nightmare! I will hold TSA responsible if there are any problems with her equipment, especially since (b)(took it upon himself to put her equipment through the machine! Totally disappointed in this experience! Appalled in how you allow your agents treat a young disabled girl!

Would love to speak to someone in person but the number listed on website is not working! (b)(6)

Sincerely (b)(6)

From: (b)(6)
Sent: Sunday, July 05, 2015 8:17 PM
To: TSAExternalCompliance
Subject: Please make allowances for elderly persons

Dear TSA,

Attached is a recent issue that my elderly father encountered at the Sky Harbor Airport in Phoenix, AZ. It isn t really a complaint as much as it is a request that your staff understand the special needs of the elderly when dealing with them. Thank you so much for your consideration.

Sincerely,

7/6/2015 8:44:32 AM

(b)(6)

Glen Allen, VA 23060

(b)(6)

(b)(6) Glen Allen, VA 23060
HYPERLINK (b)(6)

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

(b)(6)

Glen Allen, VA 23060
Departure: Dallas Love Field to BWI
6/27/15 11:50am
SWA 1189

Return: BWI to Dallas Love Field
7/5/15 8:35pm

I was traveling with my daughter last week. She's 15 and had to have a pat down and have her hands touched by a device. On the return flight she presented a passport in hopes of avoiding another pat-down. She was told she didn't need to take her shoes off to go through security because she was pre-screened. Her boarding pass was marked with a blue marker. She was patted down again.

7/6/2015 10:10:27 AM

This process is cryptic and confusing to us and makes me worry that my daughter is being inspected for some unstated purpose or that the lesbian officers want to touch her.

We're doing what we can to comply--not bringing forbidden items to the airport, presenting identification, bagging our contact cleaner and shampoo, taking off our shoes, emptying pockets, letting you xray our bags, and standing in the full body scanner.

It didn't seem normal to me that my daughter would require further screening as she presents no threat. She has autism and doesn't deal with surprises well.

Why did you pat her down and how do we prevent this screening in the future?

(b)(6)

As a passenger and veteran who has defended this county I would like to be able to without the harassment of your employees. I have no problem with security screens but I feel as though I am being harassed when I am asking for human compassion.

7/6/2015 2:25:37 PM

On June 15, 2014 I was booked on a flight to fly out of Intercontinental Airport Houston Terminal D. I approached the TSA at approximately 7:25am. I was ordered to stand in the x-ray machine with my hands above my head by black/female employee (b)(6) I have back pain and not able to hold my arms above my head very easy as required with their body x-ray machines. I requested not to be scanned and was fine with a pat down. Officer (b)(6) then made derogatory remarks towards me and announced how I was being non cooperative. As a result TSA went in to full "teach a lesson" mode. I was barefoot and observed TSA was walking around the floor with dirty shoes on. I was told if I wanted a private screening I would have to walk long distance barefoot on the dirty floor exposing me to germs and bacteria. I had no choice but to not have private screening. I was then taken to one area and then another area there. I was ordered to hold my hands above my head again. I cited the back pain and I could not do that for long periods of time. That was when an "alarm" detected some substance on my luggage. The supervisor white/female named (b)(6) threatened to call Houston Police Department on me for not holding my hands above my head. Employee/supervisor (b)(6) then took my identification into a backroom out of my sight and without my consent. I questioned what the charge is. Officer (b)(6) said she is in charge and can do what ever she wants to. I was searched for an hour in perhaps in incentive for me to aggravate my pain in the future and allow x-rays of my body. I requested to speak with (b)(6) supervisor and she said no one will speak with me. I was told by another employee white/male unknown name that they walk with dirty shoes on and it is tough if you have to walk on dirty floor barefoot. I was finally release from detainment at 9:25am.

I have tried to submit this complaint through several web forms at the TSA website, but apparently none of them are working. Please respond to this complaint. I can be reached at (b)(6) or HYPERLINK (b)(6)
(b)(6)

I was assaulted by TSA Officer (b)(6)

7/6/2015 2:26:34 PM

As I usually do, I opted out of the Rapiscan machines (they re just not safe, but that s a different complaint). I also pointed out that I could not see my bags, which had already gone through the x-ray machine. When I was finally allowed to see my bags, I was presented to Officer (b)(6) who started the usual pat-down. I noticed that he was using a bit more force than usual, but when he reached the inside of my legs, he jammed this hand up my crotch. He repeated this on the other leg. I complained to him, saying he was using much too much force, but he just chuckled. He then proceeded to do the same thing from the other side of each leg, jamming his hand in my crotch.

I ve been patted down plenty of times before, and while it is never pleasant, this was way out of line. I do not believe that opting out of the regular screening means that I should get punched in the nuts. Four times.

When I return to New York I will be making inquiring with the local police about filing assault charges against your employee. What he did was far beyond what his duties call for or what he is allowed to do as a TSA employee. Please contact me immediately about this case.

(b)(6)

My name is (b)(6)

My address is: (b)(6)

La Pine, OR 97739

(b)(6)

7/6/2015 4:12:26 PM

On July 5, 2015 I took my daughter, (b)(6) to PDX in Portland, Oregon to fly to Houston, Texas. My daughter is deaf and wears cochlear implants. She has had these cochlears since she was 5 years old, she is now 16. We have ALWAYS been instructed by (b)(6) doctor and the manufacturer of her cochlear implants to NOT allow (b)(or her equipment to go through scanners or x-ray machines. (b)(has flown MANY times and this has NEVER been an issue....The TSA agents take her bag of equipment check it, even swab it and they pat my daughter down...very easy!

On July 5, 2015 at approximately 5:15am she headed through security like normal and then we came across (b)(6 .he was rude, condescending and very unprofessional and practically had my daughter in tears! (b)(was trying to explain to him that her equipment nor herself could go through the machines and he very rudely told her that yes it could. I then intervened and attempted to explain to him that no, the equipment nor (b)(could go through the machines and requested that he search the bag and send for a female TSA agent to pat (b)(down. I explained to him that we have been told by doctors and the manufacturers of (b)(6) equipment told us not to allow this. (b)(proceeded to tell me that (b)(6) doctors, manufacturers of her cochlears or myself knew what we were talking about and put (b)(6 equipment bag through the x-ray machine, WITHOUT my permission! He told me that the doctors nor the manufactures run test on security equipment so they know nothing about his equipment!! I told him he was wrong that we have been specifically ordered not to allow this to happen...again while rolling his eyes he told me that I didn t know what I was talking about and that my daughter was not the only person with cochlears! (b)(6 cannot heven go down a kids slide because it can mess with the programming of her equipment!! I told him that I wanted his name and badge number and he told me his name was (b)(and that s all I needed to know...seriously? How is it that a TSA agent is more knowledgeable about my daughters medical devices than her doctors or the company that makes these cochlears!!??????

Is this how you train your TSA agents to handle a person with a disability. There was thousands of dollars worth of equipment in that bag!! I DID NOT give him permission to put that bag through.. (b)(continued to try to get my daughter to go through the scanner even though we had requested a pat down, even though I was telling him no. Every time I tried to explain stuff to him he just shook his head and rolled his eyes and spoke down to me like I was a child explaining that I didn t know what I was talking about. I asked more than once for his full name and badge number and all he would say is that (b)(was all I needed to know! (b)(was having a hard time hearing him and he spoke to her like she was an idiot and continued to shake his

Caller was returning from Frankfort Germany to Newark NJ and while in Newark. Passenger was in a wheelchair due to a previous accident and had a pat down where they took her cain from her not allowing her to go through the AIT machine. She said they removed her coat and it was never returned to her and she also said that they left her purse and other items unattended on the conveyor and anyone could have taken off with her items. She believes it was unnecessary for her to have to remove her outter coat given she was in a wheel chair. Caller is 85 years old

7/6/2015 4:17:38 PM

Date Time: 06 21 15 3:00pm
Gate Terminal: Not Available
Airport: EWR
Airline: United Airlines
Flight #: 1064
Missing Damaged item description: Fabric Coat 3 4 length sleeves, beige color. It had a Collar. There was a virgin Mary pin. Brown and Beige scarf that went with the coat.

Caller has a complaint. They were passing through Atlanta on July 4th at 1215. They got in line at the checkpoint. As they were reaching down to put an item into one of the bins, an employee came by and pushed a table that hit the caller in groin where they had hernia surgery 18 days ago. Caller stated they hadnt even seen that person before being hit with the table. The caller was screaming at the officer that they have to be careful as the office ran back towards the AIT machine.

As he was yelling at the officer she turned and yelled at him to not point his finger at her. He told her that she had to be careful. When he went through the screening technology the same woman told another officer to pat him down. After the pat down the officer told him that he could not talk to her like a dog. Caller went to other officers and found out that the officer was the supervisor at the checkpoint. He was advised to call us by the other officers. Caller is surprised they are not in a hospital.

7/6/2015 5:28:02 PM

Date Time: 7.4.15 1215
Gate Terminal: MCP LN 13
Airport: ATL
Airline: Southwest
Flight #: NA
Officers Name: LTSO (b)(6)
She is a short black woman, roughly 5 feet tall and muscular.

Supervisor who suggested he called : STSO (b)(6)

Date: 7/6/15 Time: 5pm
Airport: EWR

Date/ Time of Travel 7/6/15, 5:54pm

Airline: United Airlines, UA240
Checkpoint Area: C2, security gate
TSA Employee: (b)(6)

7/6/2015 6:05:29 PM

Complaint: I used a Texas Dpt. Of Public Safety Temporary Permit/ driver's license (valid until 8/14/15) with photo as my form of ID for security (It is a paper given to me until my replacement driver's license is mailed to me). Supervisor (b)(6) asked for another form of ID so I showed her my bank debit card. I was allowed to enter security but (b)(6) flagged me for a pat-down even though neither me, nor my belongings, set off any any alarms when checked through scanners. I refused the pat-down for this reason but she to me if I did not agree to it, she was not going to let me through. She told me a pat-down was procedure because I did not have a second form of ID.
I told her that I was looking at the TSA website at acceptable forms of ID and my form of ID was acceptable and a second form was not asked for. She told me I was looking at the wrong website, I told her it was TSA and she told me she had done this job for 28 years.
She was loud, rude, disrespectful, condescending, and not concerned about reading the TSA website information about ID's. She was not setting a good example for her staff and abused the authority of her position.

(b)(6)
*You may follow-up with me at this email address.

Sent from my iPhone

Hello -

I am attempting to file a complaint with the TSA but your form isn t working. I am attempting to replicate it here

---

Language : English

Is your allegation based on: Civil Rights\Other

What is the basis of your allegation? *
unreasonable Search Seizure
Other Right or Liberty not listed
Other Constitutional Right or Liberty not listed
Sexual Molestation
Unwarranted Aggressive Behavior

7/6/2015 9:12:40 PM

Yes I am filling it out myself

Primary Phone (b)(6)

Anytime is OK

Address
(b)(6)

Montreal, qc H3W2H5

Happened on July 4, 2015
At St. Louis International

What Happened

7/7/2015 11:23:17 AM

REASON for the call:
Caller went through TSA today at 7 AM at LAX and was selected for a hand check and her sunscreen set off the ETD and she was required to have a Patdown and all her belongings searched.
It was very embarrassing to her and she almost missed her flight.
She is angry that TSA has signs everywhere about LGAs and nothing about the Explosive trace.
She said take this as an FYI for our suggestion box and warn travel.

Date Time: 7-7-15 And was at the checkpoint at 7 AM
Gate Terminal: Unknown
Airport: LAX

7/7/2015 12:18:20 PM

Good Morning,

My family and I have travelled through the San Diego airport several time with our infant twin sons and each time it is difficult when it comes to the baby formula being looked at. Per the online instructions the items are required to be scanned and x-rayed. At no point is there specifications that the baby formula s have to be transparent, see through or have a viewing port. This is out of the parents control as this is a decision made by the vendor who makes the product. Every time we have gone through the San Diego airport the TSA agents make a large scene about the factory sealed bottles the formula comes in and the fact it does not allow the liquid to be seen or that we are lucky that the bottle does allow the liquid to be seen. At Christmas time we travelled and I was told I was lucky the liquid was viewable because if it wasn't she would have opened the bottles to check the liquid. Per TSA posted requirements online only when the items cannot be scanned will one of the bottles be opened for examination. Certainly not all them which would cause the entire supply to spoil after the 2 hour expiration after opening. My wife went through the airport yesterday and happened once again and this time the TSA agent gave her grief about the bottles. Her action was to give each member of the party a pat down. Pat downs happen but how is a pat down of the person related to or addressing the issue at hand which is their question with the formula?

I am a medically retired Marine and during that time I served 3 1/2 years on Embassy duty as a Marine Security Guard. We were tasked with maintaining internal security and monitoring the external security as well. I am very familiar with the process and need to scan people and their belongings while going through a security checkpoint. I am very familiar with the equipment used as well. This is why I am confused and interested in the reasoning behind this knee jerk reactions to written standards and personal interpretations of rules. Thank you for your time.

Semper Fi,
(b)(6)
SSgt USMC (ret)

7/7/2015 2:01:14 PM

Greetings –

On Friday, July 3, I entered BWI security around 9:15am for a Jet Blue flight to Logan Airport in Boston. The full body scanner registered a false positive around my groin area. This is not the first time this has happened at one of these scanners. The TSA rep saw it and spoke to me sharply. "Go back in there, blue" (I was wearing a blue shirt). Not exactly polite, but I know this is a difficult and monotonous job filled with unappreciative passengers, so I didn't think much of it. I rescanned and the same thing happened.

The last time this happened I was scanned and flagged 3x before the TSA rep elected to do a physical pat down, which was fine. In order to avoid going in yet again this time, I said to the rep "This has happened to me before. It's probably just faster to do a physical pat down."

The rep did a double take, as if he couldn't believe what I just said. "Are you telling me how to do my job?" he questioned aggressively, squaring up to me. I was startled by his response, as I was just trying to be helpful. "No sir," I said. I suspect he said something at this point, although I don't remember what. He didn't make me go into to be scanned a third time, but he did do a physical pat down which can only be described as extremely thorough. I've read online accounts that agents are supposed to scan up until they "meet resistance". I can assure you, resistance was no obstacle for this agent. I've had physicals that were less thorough than this.

He then said "Have you been working outside?"

"No"

"You into pottery?"

"No... I do sometimes cut up beets."

"It doesn't look like beets to me. Your palms are darker than your wrists."

The caller arrived home and his golf club bag is broken, there was an NOI.

Also he has darker skin and he gets pulled out of line every time and he gets a patdown and then put back into line afterwards. This has happened numerous times. He did not get pulled out of line for this particular flight but he did get pulled aside and waved with the metal detector wand.

Date Time of Travel: 06 30 2015 8:05am
Gate Terminal: Not Provided
Airport: RSW
Airline: Delta
Flight #: DL2245
Baggage Tag # (Checked only – 10 digits) (b)(6)
7/7/2015 2:41:58 PM
Bag Description: Bag Boy T-10 hard case, grey and black in color
Missing Damaged Item Description: The bag is the item that is damaged and the zipper is what is damaged. It had a lock on it and it looks like someone yanked the zipper down.
Was an NOI Present? (Checked only): Yes in both his bags
Was there a timestamp or written notice on the NOI? (Checked only): No

• Contact information (b)(6)
o Airport: RSW
o Date and approximate time of the experience 06 30 2015.
o Description of the experience: He went through the AIT machine, he was pulled aside and waved with the metal detector wand. Normally he has to go through a patdown. He wanted to add that there was a police officer at RSW, the caller greeted him good morning and after that the officers eyes did not leave him. He said he directly stared at him the entire time, even when he was sitting at his gate.
o Names or description of the TSA personnel involved or witnesses, if available: The TSO was a younger black guy who initially pulled him out. The officer was tall, Caucasian, probably 35 or 40 years old.
o Explanation as to how you believe this experience was discriminatory: The caller is French but he looks middle eastern and he is subject to pat downs almost every time. Both his bags were searched and he believes this was not random. He believes the planes delayed departure was due to his bags being searched.

(b)(6)
Laguna Hills, CA 92654
(b)(6)

Dear Sir or Madam,

I originally submitted this letter on 5/28/15, but have yet to receive a response.

I am writing to let you know that I believe I was unreasonably detained, searched, unable to maintain physical contact with my child, and disallowed to communicate to my husband during a TSA screen at SFO airport on 5/27/15. My flight was Southwest #4186, SFO to SNA, departing from Gate 28. Scheduled departure was 12:55 PM.

I was wearing my child in a Tula carrier through the security screen. Since I was wearing my 3 year old in a carrier, as per normal and expected procedure, I walked through the metal detector and my hands were swabbed. As I expected, I passed both with no incident, and I proceeded to claim my purse and get my boots and put them back on.

7/7/2015 8:02:43 PM

I was still waiting for my laptop backpack to come through the x-ray machine, and since we were running late for our flight (it was 12:30 PM, and the flight was scheduled to depart at 12:55 PM), my husband went ahead to the gate to let them know I would be following shortly. I continued to wait for my bag and I was still wearing our 45 pound 3-year old in a carrier.
As it turns out, for the first time in all my years of traveling, I had forgotten to remove my netbook from my backpack. When I requested to know what was happening, I was abruptly informed that my laptop back pack was "concerning." As a result of that, I was informed that I needed to take my child off of me, remove the Tula carrier, and undergo a full body pat down. The moment my son's feet hit the ground, and before I could claim his hand, he wandered off across the aisle. I moved to retrieve him and was told that I couldn't. Fortunately, I was able to verbally coax him back to me. However, as you are undoubtedly aware, during a full pat down, holding someone's hand is not allowed. So I was physically unable to keep my son close, and so I was understandably very anxious about him wandering off again.

While I was being patted down in an area around the corner from my stuff (unable to clearly see what was happening) TSA agents proceeded to remove everything from both my laptop backpack and my purse, even though it was only my laptop backpack that had caused the concern. After inspecting every item from both bags, they then sent the items through the x-ray machine again.

My husband had no idea what was going on, as he had gone ahead to the gate before any of this happened, so I respectfully asked the TSA agent if I could text or call my husband using my cell phone (which was in my purse that they had dumped out), I was rudely and abruptly told, "No." (I learned later that he had been trying to call me non-stop, but I was not allowed to answer my phone.) When I asked if the same TSA agent could have someone call the gate to let them (and my husband know) what was going on, I was rudely told, "No." When I asked if I could put my boots back on (since they were done inspecting me), I was rudely and abruptly told, "No." When I asked if I could put my child back on me in the carrier to help keep him close and from wandering, I was rudely and abruptly told, "No." When I asked if they could assist me by getting a cart to take me to the gate, I was told they have no carts. When I asked a second agent about the cart, the first agent I had previously asked rudely interrupted, and said in an insulted tone, "I already TOLD you, we have no carts."
Fortunately, Southwest's flight crew were far kinder than your TSA agents that day and they held the plane for me and my son. They also reprinted the boarding passes for me and my son, because the way the TSA agent crammed all the items back

Caller feels as though her husbands (b)(6) screening was unnecessary.

7/8/2015 10:32:36 AM

This occurred yesterday around 310pm, at LGA.
Her husband has knee replacements in both knees and is 85 years old.
They kept trying to tell the officer that they were in a hurry and about to miss their flight, but he did not care.

Her husband had to undergo a complete patdown even after letting the officer know about the knee replacements.
The caller wanted to file a complaint regarding screening at the Jackson, MS airport. She had PreCheck, went through the metal detector, then they patted her down. She stated they did not tell her why she got a patdown and only that it was random. She stated that there were 3 women in a row chosen for a patdown and the men did not. She was upset because she was told it was random, but she thinks they only selected her because she is a female.

7/8/2015 11:33:36 AM

Airport: Jackson, MS
Date and time: 7-7-15 around 12:00 p.m.
Gate: 19
Airline: Delta
Flight: 1228
She did not get a description of the officers.

7/8/2015 5:07:42 PM

Callers daughter is 14 and was traveling with her autistic brother as unaccompanied minors and she said she caalled and told her that the TSO s in CA scanned her hand and she would like to know why they fingerprinted her.

She said she told her they swabbed her hand and then scanned her hand and made her undergo a patdown procedure.

7/9/2015 9:28:00 AM

Caller was just at BOI and His 11 year old daughter use the AIT for her screening. Once she used the AIT they then gave her a patdown. He ask for them to allow her to use the WTMD after the AIT since there was an alarm and they wouldnt allow her to do it instead of getting a patdown. He says the rule states she doesn t have to use the AIT and should be allowed to use the WTMD.

CSM RFI-----Mishandling RFI
REASON for the call: Children screening complaint
Date Time: 07-09-15 at 7:40 am
Gate Terminal: They only have one
Airport: BOI
Airline: Southwest
Flight #: maybe 2862
Did he get anyones names? No but there was buff guy and his name maybe (b)(6

7/9/2015 10:55:47 AM

Reason for Call: Screeners were Rude and did not explain procedure. First screener held her bag back, when she leaned over to see if her items were coming down belt, and did not explain why. She asked for someone else, Second screener did not explain why her bag was held back...She asked for Supervisor,. Supervisor said that her bag was held back because she had a small jar of instant coffee in her purse, that had never been opened. She asked for a patdown. First young girl did paldown and examined her breasts too thoroughly. Asked for Private patdown and went well.
Date: July 8, 2015 at 11:30 am
Airport.....EWR
Gate: 15

7/9/2015 11:53:04 AM

Caller is not sure which precheck he wants to do. His wife is a citizen of the US but is from Columbia. She sometimes gets caught in the system. She had applied for redress. She gets offended when she gets selected for patdowns. He is trying find out which program is best for expedited screening. They miss flights sometimes because they are pulled aside for an hour and then talk to them for 30 seconds and let them go. Her Redress number does not seem to be helping.
He was going to have me look up her RCN to see if it is correct but he could not access it at the time.
He was not sure if he should do GE, Nexus or Sentry.

Caller was flying from DTW yesterday on flight # 5209 on US Airways. Caller was in a wheelchair, and she went through the PreCheck line for screening. Caller was using the AIT, and it alarmed. Caller did inform the TSO that she has metal implants, but the TSO was belligerent. The TSO told another man that they would need to get the hand cuffs twice during the caller s screening. The TSO did a patdown, and when patting down the chest area, the TSO placed her fingers under the caller s undergarments while still on the outside of the shirt. Caller s shirt was also lifted, and the TSO placed her fingers between the caller s body and the waist band. Caller feels humiliated. The TSO that conducted the screening was a Caucasian female with dark hair. The TSO also wore dark rimmed glasses.

7/9/2015 1:59:04 PM

Date and Time: 07-08-15 at 10:50 AM
Gate Terminal: D26
Airport: DTW
Airline: US Airways
Flight #: 5209
Special Notes: Caller asked that if she is contacted and does not answer, to please leave a message.

REASON for the call: There was an alarm of the screening technology. The TSO (male, 5 10, 215-220 pounds, mid 20s, short black hair that was combed back, appeared Italian) asked where he was traveling to in an authoritative tone (insinuating that he had no rights) and if he was flying home. The caller stated that the officer only asked him this because of his race and that the officer s questioning had racial overtones. He received ETD sampling of his and a patdown. The TSO squeezed his left testicle as hard as possible and it still hurts. He indicated that his insurance would cover his doctor s visit.

He asked where to make a proper complaint as state police advised that he contact TSA because they could not address this. He asked what law enforcement entity to contact and indicated that the TSO would hear from his attorney.

7/9/2015 2:29:30 PM

In a separate complaint, a TSO (white, male, 6 feet, 250 pound, balding) asked his the px before him his age. The px replied 14 and was directed to the WTMD. He asked the same of his son who is 14 as well. The TSO directed him to the AIT and asked if he had anything in his pockets. He feels that this was done because of how his son looks (his mother is Spanish and he, the father is Greek).

Date: 6 19 2015
Time: 12:30pm He was at the checkpoint between 10:15am -11am.
Gate Terminal: Gate 5, Zone 4
Airport: Atlantic City Int
Airline: Spirit
Flight #: NK235

7/9/2015 4:06:34 PM

(b)(and (b)(6) entered TSA Security check point at Little Rock Clinton Airport at about 5:30 p.m. on Sun. June 28, 2015. (b)(is 46 and Cognitively Disabled; he cannot read or write, he has aphasia, a speech impairment, OCD, and a nervous shaking of his hands. Nick set off alarms when he didn't check his bag that contained his favorite Crest Cool Mint Gel toothpaste and a bottle of shampoo. So after a TSA Team screened, scanned and patted him down, they escorted him to the Southwest counter to check in his bag. Then they escorted him back to the TSA check point where he had temporarily misplaced his drivers license and they began the entire process all over again; scanned, screened and patted down in public. Nick told me that, "They ran their hands up and down my legs and squeezed my balls." His brother, a business man carrying a back pack through TSA Pre-Approved, had tried to tell the TSA Officers that his brother had a disability and he was told to back away and they called two policemen. Southwest called their names and (b)(went to the gate to tell the airline that his brother was being detained by TSA Security. Southwest called their names 4 more times and instead of releasing (b)(the TSA Team made him stay for a third public pat down until their plane had left. They both missed SW Flight 4448 to Chicago Midway and a day of their two day vacation. Please check this out and respond. (b)(was traumatized by the hour long ordeal which violated a couple of TSA Regulations on treatment of travelers, his civil rights and the ADA ACT. Please respond to (b)(6) (b)(Mom at (b)(6)

7/9/2015 9:04:34 PM

Today I traveled from Ft. Myers to Newark. I am a 68 year old white woman who is profoundly hearing impaired. I wear two behind the ear aids which are quite large and I also read lips. My audiologist as well as the hearing aid manual warns that airport security x rays can be harmful to the workings of the aid. When I travel I always tell the TSA security that I can go through the metal detector and not the x-ray. It is always a problem and I have been extremely patient in waiting for a pat down as I have never been accommodated on my request.

Last year on my trip from Newark I had to wait over 20 minutes for a pat down when the metal detector was there and being used for wheel chair people, children and parents. I was not permitted to use it. When the pat down finally happened m y things were far ahead of me including my purse. Fortunately I was with my husband that time and he could get them before they were stolen. The pat down completed and the glove test had a mal function and rang off. I didn't hear the ringing and began to walk away only to be arm escorted to a room for interrogation. After 20 minutes, the test was done again and It was fine. Everyone on my flight was looking with great interest wondering if they had to fear my boarding. It was just one of many of the horrors I have had because I am profoundly deaf.

Today, however, I requested the metal detector which was available and allowing the same groups to enter through at my check station. I was addressed rudely by an officer telling me I don't ask-they tell me what to do. A woman in front of me with a small dog and two grown daughters asked if she could use the metal detector and he promptly allowed her to pass. I had to wait again for a pat down when I can pass easily through a metal detector. I am not asking you for special privileges but I do expect as a tax paying American citizen with a severe handicap that I get at least the courtesy that a dog has been given. It is simply a matter of both machines being used and available at the same check point and allowing a person with a hearing aid to use the metal detector.

Your information stipulates that a pat down is necessary only if a person refuses both. I am only given one choice and then a pat down. It is more efficient and certainly less stressful for the passenger that they be permitted the metal detector when it is available and being used as well. In the many times I have traveled I can think of only a few times that both were not available.

(b)(6) My email address is HYPERLINK (b)(6)

From (b)(6)
Sent: Friday, July 10, 2015 7:05 AM
To: Pryor, Richard <FLL>
Cc: TSAExternalCompliance; TSA-ContactCenter; TSAExternalCompliance
Subject: RE: Talk to TSA - Fort Lauderdale (FLL) (b)(6)

Unfortunately your interpretation of the facts are distorted.

I was asked to remove my belt before entering the scanning booth, at no time did I struggle with holding my shorts up. After exiting the booth, I still had no trouble with my shorts. Then your agent informed me he needed to do a PAT down. He was aggressive with the pat down, and pulled my shorts down. It was from that point forward that I was unable to keep my shorts up.

Also you failed to mention that the agent laughed at me, and immediately walked away to socialize with the other agents while I was struggling to keep my pants up, and maintain my composure.

7/10/2015 8:39:17 AM

(Again) I feel I was illegally searched, and victimized by your agent. I am not an expert, but I feel that if a search was needed which involved the removal of my shorts, then I should have been informed, so I may be prepared, and given the opportunity to have the search completed in private instead of in front of all the other passengers.

Also, you did not make mention of ANY corrective action. Therefore I feel the agent will continue this behavior, and continue these illegal searches.

Please remember we are not cattle which are being herded through the check point. We are human, with real human emotions. Your agent disrespected me, embarrassed me, and showed no compassion or remorse.

I will await your response.

From: Pryor, Richard <FLL> [mailto: (b)(6)
Sent: Wednesday, July 08, 2015 1:12 PM
To: (b)(6)
Cc: TSAExternalCompliance
Subject: RE: Talk to TSA - Fort Lauderdale (FLL) (b)(6)

Dear (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: 08902

7/10/2015 10:17:38 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

Dear Sir/Madam,

I recently traveled through the Denver, CO airport and my experience with a TSA screening agent was alarming to me. I am a type 1 Diabetic on pump therapy and was warned by the manufacturer of my insulin pump to NEVER allow the pump through any x-Ray or Body scanner as they could damage the pump. I explained this to the TSA agent at the Denver airport, yet he insisted that I walk through the body scanner with my pump on. To date, I am thankfully not experiencing issues with the workings of my insulin pump. However, it states on your official website that I am allowed to request a pat-down in lieu of the scanner due to the use of an insulin pump. This screener refused to accept my request for the pat-down and risked my life by forcing me through the body scanner. If my pump had failed, I could have ended up with life threatening conditions.

The whole point of the TSA is to save lives, not endanger them, is it not? I was given the impression that this agent did not want to take the time to process me differently than the rest of the travelers in line as a pat-down is extra work for the agents. My traveling companion was visually disabled and in a wheelchair – she became a bit upset as the agent argued with me and we were briefly separated. We had emphatically stated that we were not to be separated because she couldn't see well enough to find me either.

In comparison, I'd like to point out that the TSA staff at Charlotte/Douglas airport in North Carolina were extremely accommodating to us both – gave me my requested pat-down without any fuss and allowed my blind companion to remain with me the entire time I was being processed separately. The staff in Denver would learn a LOT from the professionals in Charlotte.

7/10/2015 2:18:44 PM

We were processed through the Denver airport on Sunday, June 28th around 10:30AM in the morning. We came through Charlotte on the 24th of June with no such complications.

I belong to a support group for Diabetics on pump therapy, and not surprisingly several other Diabetics have had similar experiences with the Denver airport – two had pump failures after being forced through the body scanner. This is a major concern for us Diabetics. The pumps cost around $6,000.00 and basically keep us alive. It should be our choice to have a pat-down in lieu of the body scanner in order to preserve our medical device and our well being. Period. Please reinforce this fact with your TSA screeners at the Denver airport.

My device is by Medtronic and here are their instructions for screening: http://www.medtronicdiabetes.com/customer-support/traveling-with-an-insulin-pump-or-device
I notified the screener that I was wearing a pump, did not wish to remove it and wanted a pat-down. He insisted that I could go through the body scanner with my pump because 'he did this all of the time with no problems'. Well he's not a Diabetic on pump therapy, so how does he truly know?? He refused to allow me to have a pat-down. Being stressed already, my only fault in the encounter was not insisting on speaking to a supervisor – but I suspect that this fellow wouldn't have complied with that request either.

My mailing address is:

(b)(6)

Troutman, NC 28166

I hope that the Denver screeners can be better trailed in dealing with Diabetics in future. I will not fly through this airport again myself as I am not willing to risk my life over the security screening process.

7/10/2015 4:27:16 PM

Caller has precheck. She had knee replacement surgery and has metal in her knee. She thinks she needs something in writing. She still has to receive patdowns. She would like to know if this is avoidable.

To-Whom-It-May-Concern:

I am emailing to inform you about an incident that occurred as I was traveling last week which caused me both physical and mental harm.

To preface this incident: I have been diagnosed with Complex Regional Pain Syndrome originating in my left foot/ankle and have an implanted spinal cord stimulator to manage my chronic pain. While traveling, I always carry a medical card that informs people about my medical implant and that it may set off security sensors.

On Thursday July 2, my companion and I traveled from the Philadelphia International Airport (PHL) to Las Vegas (LAS) on Southwest flight 118 with an eventual destination of Portland (PDX) on Southwest flight 1874. We passed through the Philadelphia Security checkpoint at approximately 5:30 AM.

7/10/2015 6:17:26 PM

As I passed through security, I took off my shoes and kept my ankle-length socks on. I placed my shoes, bags, and computer on the x-ray machine conveyor belt. I entered the AIT unit as instructed by a male TSA Agent located on the other side of the unit. After the scan completed, I stepped out of the unit and waited on the footprint icons in front of a female TSA Agent. As I waited, the female TSA agent said my foot triggered the AIT. I could see the screen to my left which highlighted my left foot/ankle. Then, without consent, asking permission, or informing me of his actions, the male TSA agent bent down diagonally behind me and grabbed my left ankle region. This caused immediate pain as any pressure, especially without warning, can trigger crippling nerve pain. I also immediately experienced great anxiety and panic due to that pain. There was no opportunity to tell him to be careful because he grabbed my ankle from behind, surprising me and did not ask if I consented to a pat-down.

I exited the screening area and walked to the conveyor belt to collect my belongings. I started to collect my things, still in pain and panic but wanting to remove myself from the area to collect myself and try to calm down. I told my companion what had just occurred and then went to both the female and then the male TSA agents to inform them that I have a serious medical condition and that they need to ask consent before touching anyone as they may have a medical condition like mine. Both agents acknowledged my complaint but with nothing more than a nod and a few words. Neither asked me if I needed medical attention.

Airport: Tampa
Date and time: July 10th 7:45 or 7:50pm
Experience: Caller is at the airport and said that two TSA supervisors. Caller is at the Tampa both STSO (b)(6) and STSO (b)(6) Caller went through the AIT, caller is african american and she has dreadlocks but it has no pins in it at all. She stated they all say there are anomalies. Caller stated she did not want them going through her hair, she stated white women had caps on and were never stopped at all. Caller believes they are racial profiling. She told them they were not allowed to go through her things wihtout her permission and they werent allowed to go through it until they were private.
The police officer that was called was (b)(6). She finally decided that she would go through it changed the entire thing and said they did not remember where the anomalies were so she had to go through the full body patdown. Caller stated she was not disruptive and she did not cuss or scream at anyone.
Names or description of people involved: STSO (b)(6) and STSO (b)(6) and (b)(6) at the Tampa Airport police Department
Explanation as to why it was discriminatory: Because she was seeing Caucasian males and females with ball hats on and they were never even stopped and they never were asked to go through the AIT they all just zoomed through the WTMD.

7/10/2015 8:23:05 PM

REASON for the call: Caller went through the check point and she experienced additional screening and she got a pat down. An older man came over and talked to her as well. They took everything out of her suit case and they asked her to turn on her phone and her ipad. She said that there were 5 armed TSA agents and she was very upset and someone and then after she got through the check point someone followed her. she said that it bothered her that they continued to watch her.
Date Time: 7-10-2015 at 4:45 PM(this incident happened around 3.)
Gate Terminal: There is only one terminal
Airport: Tucson to DEN
Airline:Southwest
Flight #: 824

7/10/2015 10:44:21 PM

-----Original Message-----
From (b)(6)
Sent: Saturday, July 11, 2015 10:44 AM
To: tsa-contactcenter@dhs.gov
Subject: BWI 11 July 2015, B Terminal

The purpose of this email is to seek reimbursement for damage to my wallet. This damage occurred during screening for entry into BWI for my Southwest flight 2898 to Portland ME at 1115.

The damage was caused by an employee who excessively stretched the seams of my wallet. I originally did not notice the damage to my wallet but reported the poor and confrontational attitude of the TSA employee. I did not get the name of the employee but would describe him as a 25-30 year old African American male, 5'8", working on the TSA pre-check lane.

After screening and my complaint I proceeded to purchase an item from the Jamba Juice immediately in front of the exit to the screening area. While paying for my item, I noticed the damage to my wallet and immediately notified a TSA supervisor.

7/11/2015 10:57:43 AM This supervisor provided me this email to process my claim.

The wallet was in my pocket as I processed screening. As I was going through the Pre check line, I was re routed through the body scanner system vice the metal detecting system. I forgot about the wallet and thereby triggered a pat down search. During the search, the above described individual found my wallet. He confronted me about why I had the wallet. When I tried to explain he cut me off and said that is should be clear that a wallet is not allowed.

He then proceeded to search through my wallet by inserting his thumb and forefinger into every compartment. My wallet is a billfold credit card holding wallet and is not designed to have much space. It is a slim design. When the individual started stretching the wallet, I asked him to take care to not damage it, as it was clear that his fingers wouldn't fit. He stated that he had to search the wallet and proceeded to make a point of reinserting his fingers into the tight compartments of the wallet.

The damage and design of the wallet are shown in the attached pictures.

The wallet retails for approximately $600.

ATTACHMENTS

PHOTOS OF DAMAGED WALLET

Caller said she recently went through DEN with tanning cream on accident in her carry on and they wouldn t allow her to check it once she realized it although she had plenty of time and she said it is called fake bake and can only be bought by someone with a cosmetology license and it is very expensive and she did not want it thrown away. She said it was a brand new bottle and had not been opened and she wants it back. She said she arrived in a wheelchair and had to have a pat down and they used the front of her hand at DEN and at TPA. She said she asked for their names and they turned their badges over and she said the only info she got was the guy who assisted her through the checkpoint as a wheelchair attendant and he was worried because he also spoke up at the checkpoint as she had but he knew the employees. His name is (b)(6) with Airport Services. She said they had their hands on her breast and her vagina and she asked if they were supposed to use the back of their hands if they have to do that in front of everyone because it was humiliating. She was upset because her dad is in the hospital and he is 92 with an aneurism and she thought he was going to die and she said some of her medications were missing from multiple bottles but the bottles were there. She said the TSO s at DEN were power crazy and mistreated her and even the wheelchair attendant knew that. She said she also had a bottle of water and they took the tanning cream and didn t take the full bottled water even after she brought it up to them.

7/11/2015 12:44:38 PM Airport- DEN and Patdown complaint also at TPA
Airline- SW
Flight Numbers- DEN-777 1:35 TPA- 4279 4:05
Date and Time- 07 09 15 DEN-1:35 TPA 4:05
Gate or Terminal- DEN C33
Description of Baggage- Medication was gone from a bag she described as a brown tweed bag with purple flowers on it and the purse is Steve Maden brown tan and gold
Contact- (b)(6)

Hello,

I recently walked through TSA at my local San Antonio airport and was treated like a common thief. I am five months pregnant and obviously showing. While standing in line, I was "randomly chosen" to receive a hand swab out of all of the people in my line. As I proceeded through the line, I requested to go through the metal detector because I don't feel comfortable walking through the X-ray machine. I know everyone thinks there is no radiation, but I don't believe that and thought it was my right to request another form of screening. While TSA chose who could go through the metal detector, he told me my only option was a "pat-down." He then told me rudely that the ground I was standing on had more radiation than the X-ray machine, which is not true. He have me such a hard time about kindly requesting to opt-out, making me feel as though I didn't even have a choice. As people walked by me went through the metal detector, I simply asked why I could not just walk through that. I was told by this rude TSA worker that the line next to me was only for "preferred flyers." Finally he shouted loudly for someone to do a manual pat-down on me. Again, making me feel like a thief for wanting to protect my unborn baby from any unnecessary radiation that X-rays contain. The X-rays used for screening have not been around enough to be properly tested in this area and I should have the right to opt-out without being treated as though I am a criminal.

7/11/2015 1:07:00 PM

When I traveled to South Korea, Singapore, and Indonesia recently, I was given incredible treatment as a pregnant woman. They believe that it is a special and difficult time in life for a woman. Because of this belief, they treat such women as they do persons over the age of seventy, those who have physical handicaps, etc. I am extremely disappointed in your system and how there is no preference shown to women who are pregnant in the same way.

I am requesting that pregnant women be added to the "preferred flyers" group. I cannot understand why we are not already on the list. I would also appreciate if you could pass this along to your workers as I was incredibly kind, but firm and was treated rudely and disrespectfully. If I have a choice, I should not be questioned thoroughly and told that I don't know what radiation is.

Thank you,
(b)(6)

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Boise Idaho
Zipcode: 83706

7/11/2015 1:07:44 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?
Chicago O\ Hare International Airport

7/12/2015 12:07:51 PM

Caller just returned from FLL. His checked suitcase was inspected and there was an NOI present. His bag was locked. He wants to know why his bag was opened and how it was opened, since it was locked. He wanted to know if the inspection had anything to do with his screening at the checkpoint. He said the notice has JCS #1 FLL on it. He said they took 2 different airlines.

He said his wife was wearing a blouse with unusual eyelets and she had to have a patdown inspection and he wanted to know why. He said they wanted to do the patdown in public and she objected to it, she eventually had a private screening but it was not initially offered. He thinks it is not right for a woman to have her breast and groin area patted down in public and not be offered a private screening. This took place at FLL on 7.10.15. They were flying on Southwest.

He was placed to the side and was asked to do a private patdown, he received a semi pat down. He was okay with the pat down. The officer went out of the view to the other side of the regular xray machine and screened the bag. The was handed back and packed for him by the officer. There the TSO told the passenger that the tools were over the 7 inches and were not allowed on the carry on. He was asked to view the tools and the officer did not show the measurements of the tools. When he got on the plane to pull out tablet out from his carry on. It was not there. The item (the tablet) was gone. The only items left from the tablet were the headphones and charger for the tablet. The TSO officer was very unprofessional to the passenger, he made the passenger feel violated and verbally abused.

Officer Description: She was African American, with braids, light skinned, 150lbs, a TSA uniform, she was 5 5 or so in height. Very rude

7/12/2015 3:27:12 PM

Date Time: July.10.2015 , 5:20pm
Gate Terminal: gate: none, Terminal: 3
Airport: FLL
Airline: US Airways
Flight #: 447
Bag tag # (10digit): None was provided, it was just given back
Bag Description: Small carry on, Collector edition from Dale Hart JR, #8 a Budweiser bag. Red and Black.
Missing item description: Digiland (made by google) , black, in a grey carry on case. 10.1 inch screen worth $300. Tools were taken as well, 7 tools were taken (Snap-on) worth $100
NOI: None on the carry on

Lastly, the caller wanted to compliment that I was a very professional and I serviced him well.
I didn't have a problem with a pat down. I didn't have a issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is (b)(6)

7/12/2015 5:30:17 PM (b)(6)

Please consider the environment before printing this e-mail

I tried to use the online form, but when I clicked submit, I got a message saying that the site is not available, so I am emailing the information instead.

Preferred language: English
Allegation based on: disability\medical condition
Filling out the form for myself

(b)(6)
(b)(6) Portage MI 49024
Cell phone: (b)(6)
Best time to contact: 11-1, any day

Date: July 11, 2015
Location: Colorado - DEN

7/13/2015 8:36:19 AM

What happened: My husband and I checked our bags at the Southwest counter (flight 4020), then went to the security checkpoint to the left of the counter. We went through the far left lane of the security checkpoint. I have autism, and have a fear of the new imaging technology, and therefore cannot go through those machines. I informed the man who was at the machine that I could not go through that machine. He called for a female agent to do a pat-down, which I have done twice before (once in Denver last May, and once in Detroit on this trip). I waited until they found somebody to do it, and she came and led me to the area with tables just past the main screening area. It was very loud, with large fans running. Apparently she asked me how I was doing, but I did not hear her. The first thing I heard her say to me was I SAID, how are you doing? in a very annoyed and rude tone. I told her that I have autism, and it was very loud and I was not doing well. She asked where my bags were, and I pointed to my husband, who had my bags, and told her that my husband had them. She did not offer to have him accompany me to be screened, but took me away from him to the area with the tables. She then started talking very fast, and between her thick accent and all of the noise, and her saying a lot of words at once, I could not process what she was saying. I told her that I could not understand her, that I had autism, and that it was very loud. She responded with a harsh tone, and said something about yelling at me. I was wearing jeans, socks, a belt, and a t-shirt. She had me take off my belt, and gave it to a younger white male who took it away. I told her several times that I could not understand her, and I finally told her to just go ahead and screen me, even though I could not understand what she was saying, because I was familiar with the process. But she did not do it like I have experienced before. She made me lift up my shirt, exposing part of my back and stomach, and then she felt around my waistband. She was very rough through the whole pat-down, and it hurt when she jerked my pant legs around my ankles. The younger man came back with my belt and handed it to me, and then she took it from me and yelled something (I don t know if she was yelling at me or the man). When she finally let me go, I was near tears, and just wanted to get away from her and all of the noise. I did not think to get her name or find a supervisor at that time, because I was overwhelmed. I am not sure if everything that I am describing is all in chronological order, because it was very upsetting and I was having trouble processing what was going on. My husband guided me to our gate, where I tried to recover, which took over an hour before I calmed down and stopped wanting to cry. We got to our gate a little after 6:00 pm, so we were probably in the security checkpoint sometime between 5:30 and 6:00, but I am not sure exactly when.

Who: The lady who did the pat-down. She was a larger black woman with a thick accent (maybe Carribean?). She used the word blouse instead of t-shirt.

Witnesses: The younger male who took my belt. My husband was there, but was not close enough to hear what was said.

I would like a response.
Caller has a complaint about the way she was treated on July 4th at Bradley International. The TSO made her miss her flight due to the fact that they questioned her identification. They gave her the same gender pat down and she felt like it was too much. (b)(6) ndicated that they touched her private area and breasts inappropriately. After they searched her, she was embarrassed.

Date and time of travel: July 4th, 8:00 A.M.
7/13/2015 12:52:23 PM
Gate or Terminal: N A
Airport: Bradley International
Airline: Delta
Flight #: N A

Full name: (b)(6)
Address: (b)(6) Spokane Valley, WA 99037
Telephone number: (b)(6) (home)
Email address: HYPERLINK(b)(6)
Best time to contact via phone: Anytime 9a - 5p EDT on Fridays. You may also try my cell phone at (b)(6).

Allegation based on: Civil Rights \ Liberties
Unreasonable Search and Seizure
Other: Privacy

Airport: DTW - Detroit Metro Airport, Detroit, MI
McNamara Terminal, Security screening to the right of the Delta Sky Priority counter (as you re facing the counter)

7/13/2015 2:09:58 PM

Date and approximate time of the experience: Thursday, July 9th, approx 2pm

Detailed description of the experience: I was flying from Detroit to Spokane, WA, via Seattle. Traveling alone, I was wearing a zip up t-shirt with a camisole, jeans, and flat canvas slip on shoes.

I completed the metal detector scan successfully, but was randomly selected for additional screening. After about a 5 minute wait, a TSA agent checked her paperwork and found that the random screening assigned for the day would be a manual examination from the waist down. The agent asked if I was OK have her pat me down with the back of her hands in public, and I said is there a choice? She did not answer, and asked me to step to the side, in clear view of others who were exiting the scanner. She pulled up my shirt and rubbed the backs of her hands down my front side from my belly button to my pubic bone. She then moved the palms of her hands down my backside and up under my buttocks. Finally, she asked me take a wider stance and wrapped both of her hands around the top of my left leg, with her fingers touching my vagina, and ran her hands down my leg. She repeated this on my right leg, again starting with her fingers touching my vagina.

This is the second similar incident at DTW. With the first incident, I was also selected for random screening, which on this date meant going through the scanner instead of the metal detector. I had metal sparkles on the pockets of my jeans and on the right front of my blouse, which triggered the machine to flag me for additional screening. I had a similar pat down (by a female TSA agent) of my rear end and legs, and the agent also put her hands on and around my right breast. While the male agent said that the machine had obviously flagged me for the decorations on my apparel, the female agent told me that it was necessary for her to touch these body parts.

REASON for the call: Caller s daughter (b)(6) was at LAX boarding the plane and went through security and two TSOs were looking her up and down and leering at her and said they should have patted her down. She said that was an inappropriate thing to say to her and the TSO said they pat them down all the time. That is sexual harrassrment and she went to the manager and he smirked at her and said they have to do patdowns sometimes. They could have apologized to her but they continued to behave in a child like fashion. The TSO who made the comment was (b)(6) and the manager was (b)(6). This is poor behavior from federal workers and she is emotionally devastated by what happened. Her daughter s phone number to contact her is (b)(6)

7/13/2015 2:37:23 PM

Date Time: July 13 2015, 1110 am
Gate Terminal: Unknown
Airport: LAX
Airline: American
Flight #: Unknown
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
Special Notes: N A

7/13/2015 3:46:54 PM

Caller has a complaint about the screening process. She is a diabetic and she has an insulin pump. She feels the fact that she cannot ask to go through the WTMD instead of the AIT is a violation of her rights. She also feels the patdown was too invasive. She felt the officer touched her inappropriately in her private area.

Wants to file a complaint regarding a TSA screening at Pheonix Sky Harbor. At the screening point her son was groped by the guy who patted him down. Son said there was nothing in his pockets and they said something tested on his hands, which was the reason for the pat down. Caller states that her son (24) told her that they inappropriately (groped) touched his private area.

Date Time: 07 01 2015 approximately 5:00 PM
Gate Terminal: Terminal 2 security check gate 1-7
7/13/2015 4:44:13 PM
Airport: Phoenix Sky Harbor
Airline: United Airlines
Flight #: Not Provided
Son s name: (b)(6)
Supervisor s name: (b)(6)
TSO: Officer (b)(
(b)(6) Cell Phone best way to contact.

I am writing due to an event which occurred yesterday at the lax airport as I arrived from Australia and was headed for a domestic flight on AA1076.

I am in a wheelchair at times due to mitochondrial myopathy. Unfortunately it often renders me unable to walk through your scanners. As I was being patted down in the wheelchair I was harrassed into moving every part of my body and lifting myself with my arms off the bottom of the wheelchair. My feet were moved, my muscles were groped in a way that from the knees down rendered me completely unable to move them even after taking the maximum amount of medication allowed for my condition. American then had to go through the extra steps of trying to transport me onto and off of the plane in this deteriorated condition. As soon as the main flight attendant (b)(saw me she knew there was an issue and something had happened. The flight crew did what they could for me during the flight with the limited resources they have to work with. It is your agent that has done this. I sit here the next day at 8:44am Boston time unable to move my legs from the knees down still. Your agent along with her boss were extremely aggressive and have left me in a position where I need to be seen by my doctor today for assistance with my condition.

7/14/2015 10:16:59 AM

I went through 10 airports on this trip from Boston to Cairns, to Sydney to Brisbane and never came close to this level of aggression. I have traveled within the United states extensively since 9/11 and never had this level of aggression. I would like to know when you started treating wheelchair passengers like criminals? We are in wheelchairs for a reason and generally that has something to do with our mobility and in some cases neurological problems. When did this behavior become okay? I would just like to prepare myself for next time, I'd like your suggestion as to how to do this or what doctor you know of that treats mito patients who may have better suggestions for the spasms which will ensue and the pain and agony that go along with it and then the complete lack to carry myself anywhere. I'd really like an answer to this. Because, perhaps you know more about my condition than I do.

(b)(6)

Roslindale, MA 02131
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/14/2015 9:02:40 AM Airport : BLI - Bellingham International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : As a weekly business traveller with BLI as my home airport, I go through a lot of security screenings. I'm sorry to say that the BLI airport consustently performs well below my experience with nearly every other airport I frequent in the US on a number of measures.
1. Bag searches. This airport regularly searches my bags after X-ray- about 50% of the time. These searches are triggered by common items like speakers, power supplies, pens, small projectors, etc. which consistently make it through security at other airports. I think the enhanced bag search area at much larger airports like SFO, SAN, SEA are not as busy as at BLI.
7/14/2015 10:17:29 AM
2. Procedure/professionalism: is it procedure to empty out 50% of someone's personal belongings in their carry-in on a table in plain view of other travellers? Why are elderly disabled passengers with canes and can barely stand going through the body scanner, then standing unassisted for a pat-down without being offered a seat? Both these events occurred just this morning. I have also been singled out for a "random screening" after complaining of the slow line (over 20 minutes to get 15 passengers through Security).
3. No pre-check lane: many of not most airports this size and volume offer a pre-check lane.
I feel many these issues are related to inexperience and that more training may be helpful. Thank you!
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

REASON for the call: He presented a temporary driver s license at the checkpoint and was pulled aside for additional screening by TSO (b)(6) who advised that he was subject to additional screening as his ID was not acceptable. The caller advised that the additional screening would not happen and requested a supervisor and the supervisor s superior. STSO (b)(6) responded and did not advise of her superior.

He asked if he can film the interaction between himself and a TSA employee. The supervisor and TSO advised that he couldn t take photos of them or their badges and that he could not take their badge number.

The caller presented other ID with his name (his VA Non Resident Conceal Carry Permit with his photo and a credit card with his name. He was advised that he had to undergo additional screening. He requested a private screening and that other TSOs conduct the screening. His female companion accompanied him during the private screening. He requested a police officer and was advised that he was not permitted to do so and that only TSA conducts screening.

He indicated that he was groped during the patdown.

He was cleared through screening.

He was advised by the STSO that the ID policy is confidential when he asked what the policy is in regard to acceptable ID. He indicated that a temporary license is a State issued ID as indicated on the list of acceptable ID on tsa.gov.

7/14/2015 10:39:34 AM

He asked if he would be contacted by the CSM and a contact number for follow up if he doesn t hear from them.

The caller was most upset that his temporary license wasn t acceptable and feels that it should be because it can be scanned and has security features. He has flown from NH and BOS with the temporary license. He is upset that he had to go through additional screening.

TSO (b)(6) conducted the patdown, TSO (b)(6) was training and ran the ETD swab to the machine during the patdown screening. He was advised that TSO (b)(6) was training.

Date Time:7 13 15 8:30am
Gate Terminal: The flight was initially scheduled from Gate 38 but this was changed.
Airport: DCA
Airline: US Airways
Flight #:NA

Caller tested false positive for explosives, because he was carrying his dog which had urea on it, which caused a patdown and carry on items. He told the TSO he did not want to be touched. The TSO told him he has to conduct a patdown. He said no one touches him at home and he felt that they should not have been allowed to touch him there. He also touched his genitals. He said he rubbed the genitals and he feels that this violates his human rights.
He wants to write the new administrator and asked how to spell his name and he wanted to confirm the address.

7/14/2015 12:11:26 PM

He does not have his flight information to provide but it was at SFO.

He is going to have an attorney contact TSA.

7/14/2015 12:13:20 PM

officer proceed to rub my hand with what appeared to me to be a small piece of paper towel. He then rubbed my hands and fingers. Then is put this small item in a machine. He did this procedure again. Then he asked for a Supervisor. I then asked him what the problem was which he did not answer. After a short time a Female officer appeared and then another. One stated that there was only one Supervisor on duty, she then walk away, but she returned and asked what the problem was. The attending officer told her I had GUN POWER on my hand, but non on my purse or book bag. DURING THIS PROCESS MY PERSONAL ITEMS WERE STILL ON THE CONVEYER BELT, which was still moving with other customers items on it. I asked the officer to please remove my personal items, but he told me that no one would take them, but his back was to the belt. It would have been easy for someone to take my purse with all my money and ID off of that belt and not one of those officer would have been aware. This also happen at the Chicago Midway Airport upon my departure. Back to the security pat down in Orlando. The officer explained what she was about to do. I know this is a procedure to ensure our safety, I STILL DID NOT LIKE THIS. I have to give it to this officer she explained everything she was going to do and SHE WAS VERY GENTILE. I did not feel uneasy . I noticed that the officers do not change their gloves between customer when they are doing this task. THAT SHOULD BE A MUST. This officer could have transferred this gun power from a previous customer. So in the future when and if I have go thru this procedure again, I WILL ASK THE TSA OFFICER TO PUT ON A CLEAN PAIR OF GLOVES.

I have never in my 78 years, own a gun, held a gun, seen one in person or fired a gun. So, How could GUN POWER GET ON MY HANDS, unless the TSA officer had some on his glove and it was transferred from the gloves, DONT YOU THINK? It did not come from my hands because I HAVE NEVER HELD OR FIRED A GUN, EVER.

Sent from Windows Mail

From (b)(6)
Sent: Tuesday, July 14, 2015 10:33 AM
To: TSAExternalCompliance
Subject: Violation of my Civil Rights \ Civil Liberties and Pat-Down

Please refer to the attachment. Thanks

Attachment:
Date: 7\14\15
Subject: Violation of my Civil Rights \ Civil Liberties and Pat-Down

7/14/2015 12:14:29 PM

Flight DL5767 Seat 13 B:
I arrived at DFW Tuesday 7\7\15 at approximately 4:03 AM per the ticket at the entrance of the airport. Parked at Gate 7 Level B, when I went in the airport I was advised I had to take the Terminal Link to the correct terminal.
When I arrived at the correct terminal I checked my luggage and proceeded towards the line for security. I showed the TSA agent my boarding pass and my driver's license, I was advised because my boarding pass had (b)(6) but my driver's license just had (b)(6) a supervisor would need to be called to verify my ID. I stated the flight was booked through the travel agent my employer uses and they use my full name but I use my middle name.
After waiting what seemed to be close to 10 minutes a TSA agent (maybe a TSA supervisor) approached me. I showed her my credit card had (b)(6) put my Medicare A card had (b)(6) I advised her I have always been called by my middle name (b)(but my employer uses my full name which is (b)(6) I was asked to step in the machine for them to view. "NOTHING was found"! The TSA agent told me that I would need to have a pat-down, at that time I told her "I really don't want to board the plane with all of this"!! However, since it was my employer that paid for the flight I did agree to the pat-down only if it was done in a private area. I also stated as soon as I get my cell phone back I would call my employer to advise them of what I am going through because they use my full name. I was on the verge of crying!
I was humiliated, horrified, violated and totally embarrassed by everything I had to go through. She even put her hands in the waist band of my jeans, in addition to feeling everything that I consider extremely private.
All of the passengers were gawking at me before we went in a tiny room. I had to walk barefoot across the floor nothing was provided to me to protect my bare feet from the nasty floor that everyone walks on.
I told everyone I came in contact with what TSA put me through total strangers, family, friends and co-workers. I got very little sleep Tuesday, Wednesday and Thursday night due to the horrific ordeal I was put through and the fear I would have to go through the same process again, as per the TSA agent at DSW! And I got very little work done due to what took place Tuesday morning and very little sleep.
Flight DL5724 Seat 12 C:
When I returned from CA and after I retrieved my luggage I was almost out of DFW airport "the same TSA agent followed me to strike up a conversation. She asked "how was your trip", I stated fine and all I had to do was show them my company picture ID with my full name. Of course I showed the TSA agent at LAX my divers license too. My boss suggested I see if the company picture ID with my full name would work and it did. I had the same ID in my purse on Tuesday but I did not think to show the TSA agent. However, when the TSA agent was checking the contents of my purse surely she saw it.
Why was the TSA agent so upset because I did not have a pat-down for the return flight? She asked what airport I flew out of for the return trip "and" who my employer is.
Why does the TSA agent need my employer information?
After my 2nd encounter with the same TSA agent (maybe a supervisor) I feel threatened by her!
Why did she chase me down to put salt in the open wounds from Tuesday?
REASON for the call: Caller has recently went through security screening and wants to know when you have global entry and are passing Tsa PreCheck and you go through the screening and everything is clear, what is the next procedure?

Caller states that the Seattle airport they completely cleared her through the WTMD and the AIT and then she had her carry-on go through, when she came out of AIT and she went to wait for her bag to come out of the machine and they told her they need to open it and they started looking and they did not find anything. She offered to help them look if they would tell her what she was looking for. Officer told her to let them do their job and they would not let her know why they were looking and what they were looking for. It was cleared, then they asked for her purse and they did not find anything and they called two other people to check her bags again.The supervisor put everything through the machine a third time.

Caller also states that she was subjected to additional screening such as a thorough pat down, where they started at her hips and they touched her hips forcefully and caused her to lose her balance. At that point the caller states that the TSO asked her could she not stand up straight and she told the TSO preforming the pat down that she was 69 years old. The TSO said that she did not tell anyone that she had any issues.

She saw that a baseball hat was not there and neither was her sunglasses weren t there once she got her bags back.
Caller mentioned her nationality but did not indicate that this was why she was subjected to the additional screening.
Caller wants to know if she asks what they are looking for, do they have to tell her?

7/14/2015 1:58:42 PM

Date Time: 07 07 2015 7:45 AM
Gate Terminal: C 6
Airport: Seattle Tacoma Int.
Airline: Alaska
Flight #: 98 G

7/14/2015 4:48:26 PM

The caller is calling with a complaint. He is traveling out of Las Vegas International airport on terminal 1 at the Egate yesterday at 1 p.m, and asked for a pat down instead of going through the AIT machine. The caller states that no one was watching their bags or the trays going through the screening machine. He stated that no one was paying attention to the luggage and he witnessed someone s Luggage be stolen.

7/14/2015 4:50:42 PM

Caller is an airport employee at MIA and she called to complain that they are randomly doing pat downs and during that they will touch a passengers butt.
Sometimes they go through and ask for ID, sometimes they will send her through X-Ray, and she said that sometimes it is ETD or a Pat-Down. She said that it has gotten bad since TSA had 67 out of 70 tests they did not pass and it was aired on the news. She said the TSO (b)(6) patted her down out of random on 04 13 15 and she touched her butt. She said it is uncomfortable and that she was the only one to complain about the new procedures in place.

7/14/2015 5:04:00 PM

Callers Daughter and her 1 year old child is traveling on United Airways at Sand Diego. She was having to go through a pat down and she could not take her child off of the chest holder she had her baby connected to. The TSO then told her that she could not have her food back unless she released the baby. The TSO then took away every bit of the food she had for her 6 hour flight. He did not want a claims form. He wanted something that would quickly resolve this problem before her flight today.

Date Time of Travel: July 14th 5:00
Gate Terminal: Not Provided
Airport : San Diego.
Airline United
Flight #: Not Provided

7/14/2015 6:15:54 PM

My wife and I traveled from Milwaukee to Denver yesterday, on Frontier Flight 357, which departed from Gate D41 at approximately 12:35 pm. We travel quite frequently by air, averaging about 50 flights per year. Accordingly, we are very familiar with TSA's protocols, and have been through a variety of experiences with security at America's airports. My wife and I are both retired government attorneys.

Please be certain that we are very committed to flight safety, and appreciate the vast majority of the functions at our airports to make all of us safe. We have also traveled internationally, and have been able to compare the different levels of security in foreign airports.

I have never had the occasion to express concerns to TSA about security, but am compelled to do so now, with the expectation that these concerns will be considered in working to improve travelers' experiences.

When we arrived at the security checkpoint, we cleared the first phase promptly, where we provided our boarding pass and identification. As we moved towards the bag and personal check, the first thing we noticed that the table for placing our shoes, personal items and bags was very small, possibly only about 8 feet long. This promptly caused a backup, since only two or three passengers could place their items for scanning at one time. I have never seen tables so small, even at regional airports.

As I progressed towards the scanner, there was a pregnant passenger sitting on a chair by the scanner. I asked if she wanted to go before me, but told me she was "waiting to be patted down". I then noticed an elderly passenger ahead of the scanner being patted down. It took a few minutes before I noticed the pregnant passenger being patted down. She had been sitting there unattended, and I wondered why, if she was selected for enhanced screening, she was left alone and basically ignored. This inconvenienced her unnecessarily.

I then went into the scanner and informed the TSA staffer that my cargo pants would probably cause the scanner screen to display some "hot spots". I always use cargo pants to travel and realize that the extra pockets and Velcro fasteners trigger these hot spots. I never have any items in my pockets, and did not yesterday. The TSA person, whose name I did not see, is a middle aged male, approximately 5 feet 10 inches, about 60 years old, wearing glasses. He told me he needed to pat me down, and I acknowledged that my cargo pants pockets usually show the yellow highlights with red borders on the screen. He then told me that he would need to pat down my groin area, and would use the back of his hands. I told him I did not need a private screening, and assumed it would be a brief light pat down. Instead, he reached into my crotch area and firmly patted me down. During this process, his hands grazed my testicles. Of course, nothing was found.

I then was asked to have my hands swabbed, and had no choice but to do so. I have had my hands swabbed in the past, but these have been in situations where I was either "randomly" selected, or there was some other justification. I have never experienced a situation where a pat down has led to hand swabbing without any further justification.

Of course, I cleared the swabbing and as I was leaving the area, I noticed numerous other passengers being patted down. I also saw the pregnant passenger still being checked and inspected. Quite a wait for someone who I would consider a low risk. My wife all of a sudden saw a TSA person (I assume female) going over the breasts of another passenger right outside the scanner.

From this experience, I make the following observations:

1. TSA personnel at this security checkpoint were unnecessarily aggressive, and the settings on the scanner were too sensitive. This resulted in too many passengers being selected and subjected to unneeded security checks.
2. I question the necessity of TSA having to be so invasive in pat downs
3. I fail to see the correlation between having a pat down and requiring a hand swab
4. I am disappointed that the pregnant passenger was so inconvenienced

7/14/2015 7:37:26 PM

Caller said she went through DCA at the TSA checkpoint with 2 laptops. She said the TSO told her to put one laptop per bin through the x-ray machine. She then said when she was returning from STL she done the same thing and the TSO yelled at her that she was supposed to leave the laptops in her bag. She is unhappy the way the TSO yelled at her. She then proceeded to go through the screening process at which she told the TSO that she had a hip replacement and they subjected her to a pat-down, she said she doesn t feel like she was discriminated against because of a medical condition it was just rudeness. She said the TSO that conducted the pat-down touch her inner thigh very inappropriately and then touched her breast the same way. This made her feel uncomfortable and she wants to know what she can do in the future to avoid a pat-down.
patdown

Date Time: 07 12 15 3:50pm
Gate Terminal: C8
Airport: STL
Airline: American Eagle
Flight #: 4267

Southwest Airlines Representative is calling with (b)(6) who said he has been groped several times at LAS at the same time every time he flies. He said it is around 4:15-4:45pm each time he comes through. He says he has a picture of the pervert that groped him during a pat down.

He says that he believes he is being sexually discriminated against. He said he is transgender and said he was wearing some panties. He said the TSO showed him the anomalies on the machine causing the pat-down in the first place. He said he spoke to a STSO and she told him to ask for a PSS next time he comes through the checkpoint.

He said he already filed a civil claim and wasn t satisfied with their response. He also stated that this has happened after that claim. He got my name and employee ID number and said he is going to tell them that I didn t do anything if he ends up getting arrested because he gets groped again. He said the TSO s laugh at him when he comes through every time. He said he also applied to TSA Precheck and didn t get a card in the mail. He wants to know if he will get groped if he gets TSA Precheck.

7/14/2015 9:53:09 PM

second time this has happened. he has a picture of the pervert that did it. leaving going through the x-ray marching 4:15-4:45pm rang leaving out of Las Vegas .First time this happened said he got groped. He is transgender. He said a man did that to him. He said he as wearing panties. He said they showed him on the screen why they had to pat him down. groped him in one place he said he was rude to him. He feel sexually discriminated. Two police officers Caucasian and African American officer. Mann told her to ask for a PSS to avoid getting screened wrongly

Date Time: Not Available
Gate Terminal: Not Available
Airport: LAS
Airline: Not Provided

I tried to get further information about the flight, but the caller did not have it.
TO WHOM IT MAY CONCERN

On July 13, 2015 at approximate 2:15-2:20pm I entered the TSA Pre-check line AT DENVER INTERNATIONAL AIRPORT. If you have a TSA pre-check, and have disabilities of implants all PASSENGERS have rights to be cleared through security quickly and fairly.

Before putting my items on the belt I told a female and male agent that I had implants. They offered to walk me over to the regular passenger area. I declined as I only had a shirt on and sweat pants, that I would endure a pat down.

I have flown globally for over 38 years, and just returned from Europe travels with my family. This is my first time writing a letter with regard to a TSA Agent.

I was in Denver for the day attending an event.

7/14/2015 10:02:35 PM

After going through the metal detector (TSA PRE CHECK)it had gone off, and (b)(6) approached me. Are these your items? I responded yes. He then took me and the items to the end of the screen belt. I told (b)(6) that I was late for a flight and any help to get me though the pat down would be helpful. I also told him that I had implants in hip and knees, and that was why I had set off the metal detector.

His response was that he had to state everything legally, and the process would take four minutes or less. I agreed to proceed.

(b)(6) was very rude and demeaning to me from the start. He started by talking very slow. He also very deliberately kept repeating his actions. This went on for several minutes. When I asked why he was doing this, he would start over.

Video will show that I was screened at least three times. He was very rough and groped my genitals. He groped my genitals twice. This has NEVER happened to me in ALL 38 years of my travel. He also stated to me that for him to complete my screening I would have to hold my arms up for at least 4 minutes. Which I know is an out an out LIE. If you watch the video, he's making me put my hands in the air multiple times. In which, if I didn't comply, he would start over.

I stopped him and asked to direct me to his supervisor. If you watch the video he told me that a supervisor was busy.

CLASSIFICATION: UNCLASSIFIED

TSA,

I recently traveled from ORF to MHT and have a question about the passenger magnetometer.
I have two bolts and a rod in my right ankle and when I transited through both ORF and MHT airport security screening the magnetometer machine highlighted a yellow square over my left ankle. A women TSA agent was instructed to pat down my left ankle. I looked back at the picture and the left ankle had the yellow block.
I am writing this because I am concerned that maybe the picture was reversed. If so this could be an issue. My right ankle has the hard ware in it.

7/15/2015 10:21:08 AM

Thank you for looking into this issue.

(b)(6)

CLASSIFICATION: UNCLASSIFIED

The caller is 20 weeks pregnant and opted out of the AIT machine so she received a pat-down. The TSO was very rude and pressed down very hard on her stomach and her hips until she was brought to tears due to pain. The TSO also touched her private areas with the front of her hand. The caller asked to get her flip flops after everything was done and the TSO just started yelling at her. The caller tried to get her name but she just kept covering her badge with her hand. She talked to the TSO s supervisor and all he said was Sorry about that . The supervisor would not give the caller the TSO s name.

7/15/2015 1:26:12 PM

Date Time: 7 13 2015 9:00am but delayed. Went through security at 8:00am
Gate Terminal: Not Provided
Airport: Oakland
Airline: Southwest
Flight #:646
TSO: Short lady, she had short curly hair, she was Hispanic. She was very rude, she was average in weight, Middle age (Over the age of 30).
The caller: (b)(6) 31 years old and 20 weeks pregnant.

7/15/2015 1:49:58 PM

The caller stated that her daughter received a pat down when she flew out of Cincinnati, Ohio at 9:30AM. She flew with Delta airlines. She stated that she is not happy about her daughter getting a pat down. Her daughter was flying with a group of amputee children and her daughter stated that most of the other children did not get a pat down. The caller is asking why her daughter got a pat down and what the modified version of a pat down is for children.

Talk to TSA

Welcome to the TSA Contact Center online inquiry form. Here you can submit your concerns online. Simply complete and submit the form below and someone will respond to your inquiry.

(* Indicates a required field)

Feedback Type *

State *

(State that airport where incident occured is located)

7/15/2015 2:10:30 PM

Airport *

(Airport where incident occured)

Date of Travel

Month

Day

Year

Time of Travel

Hour

7/15/2015 2:11:40 PM

On July 11, 2015, I was sexually accosted by a TSA agent during what should have been a routine pat down. The agent's name as it was told to me is (b)(6) an African American woman with her hair in a natural style. I was in lane 7 at approximately 11:08 a.m., at JFK airport. I asked for a badge number and a last name and was told I could not have any of that information.
During the pat down she violently put her open hand between my legs and roughly hit my vagina. I asked her did she have to touch my vagina to do a pat down (I used a more explicit word) and her response to me was "don't think this is the best part of my job". She then sent me to get my hands swabbed and I told both of the female agents that she touched my vagina. Neither really had a response. I asked the one swabbing my hand if she too would need to touch my vagina and she replied, "I will not touch you ma'am", I said thank you.
I went to the TSA desk that I saw and reported my issue. I was treated horribly. The male agent just told me not to curse and he could not have cared less about what I was saying. He took my (minor) daughter and my boarding pass and wrote our names down. I asked him why he needed to take my information down and he said because before I filed a complaint there would be an investigation. Which made no sense to me because he didn't write down anything I said only our names and asked me for a contact number. He gave me a "TSA Customer Comment Card" to fill out and I told him I would not leave it with him because I didn't believe it would be delivered to the proper authorities. I did not get his name because I was so upset.
I have been patted down at many airports but no one has ever touched my vagina. I felt humiliated and doubly victimized by the male TSA agent I spoke with at the desk because he entirely dismissed me. All he cared about was my choice of words. Nothing else. I asked him if I could see the supervisor and again I was dismissed.
When I walked away from the desk to retrieve my items and put on my shoes I began to cry. I looked at my daughter whose eyes filled with water. I had to pull it together because I didn't want to ruin her trip. You see, I was not flying that day. My daughter was. I was just going to sit with her until her flight time.
Being sexually assaulted at the airport by a TSA agent should not be the norm.
It took me days to write this email because I have been absolutely upset. I am still extremely upset and outraged.
What will be done?

(b)(6)

I am writing this on behalf of my wife (b)(6)

This morning Wednesday, July 15, 2015 at approximately 10AM, I checked in my wife (b)(6) Curb Side at Southwest Airlines, Philadelphia International Airport for a Dallas Bound Flight (Flight Number 178) to visit her Grandchildren. My wife suffers from a Traumatic Brain Injury and is on Federal Disability, so when she travels, a pre Arraigned Wheel Chair is always ordered during the booking of the flight.

The wheel chair arrived curbside within minutes of her baggage check in and my wife was seated and taken by the female attendant. When I arrived home I had received a text from my wife that the TSA asked her to stand up out of the wheel, place her arms out and over her head for the wand. This immediately caused sever shaking as my wife has imbalance issues. My wife explained she had a medical issue that caused the shaking, she was told she had failed and had to be examined further. My wife was embarrassed about the shaking in front of everyone and requested the pat down be done in private. Her request was accommodated. During the private room pat down my wife continued to shake and asked them to stop and allow the shaking to subside, they continued anyway and allowed her to hold on to the wall and eventually released her.

7/15/2015 2:11:45 PM

I value airline safety and the tough Job the TSA is doing... however, I am confused why the TSA would make a person in a wheel chair stand in the first place as this is the first time she was made to do so, and what can we do with medical documentation to avoid any future events like this.

In addition: my Wife also has TSA Pre Check credentials.

Sincerely

(b)(6)

Moorestown, NJ 08057

7/15/2015 9:03:59 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/15/2015 8:10:50 PM Airport : DEN - Denver International Date/Time of Travel : 07/08/2015 12:00 PM Airline & Flight Number : American flight 1242 to DFW Checkpoint/Area of Airport : West terminal TSA Employee: (If Known) : First name was (b)(6) Comment : (b)(6) was extremely disrespectful towards me. I did not hear him tell me to wait after going through the body scanner so I kept walking. He grabbed my arm to pull me back so that I could wait to receive a pat down(none of which was explained to me) and he got close to my face and said" what part of continue to wait did you not understand?, Sometimes I think I must not be speaking English" I found this threatening and scary to be honest. I just didn't hear him. Someone like this should not work with people. He needs to be counseled on his actions, I did speak to a supervisor in the airport to let her know about the 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

7/16/2015 10:01:33 AM

The caller flew from Baltimore MD to Miami on American airlines and got the SSSS on his boarding pass and wanted to know why. He said he was pulled aside for a Patdown in the public and was not happy about it. Said TSA did not explain why he needed an additional screening and did not offer him a private patdown.

Caller departed from Boise this morning and he informed the screeners he had two ostomy bags on him and thy conducted a very through lengthy pat down and he was held up for quite some time. He said he never has to spend that long for screening and he will not have time for that Monday and when he flies back through and he would like to pick his headphones up then that were left at the checkpoint. He said the TSO s should remember him because he asked the TSO (b)(6) if he would like to just see the ostomy bags instead of feeling the seams of his pants for so long. He did not wish to file a disability related complaint.

7/16/2015 10:35:29 AM

Mishandling RFI
REASON for the call:
Date Time: 07 16 15 Departed at 6:15AM
Gate Terminal: Gate 11
Airport: BOI
Airline:UA
Flight #:833
Missing Damaged item description: Motorola hard plastic band that holds them on and the ear buds are retractable inserts. They are black in color and may have some silver. He said it was agent (b)(6) that conducted his screening and he had a trainee with him.

The caller flew out of EWR. The caller is very angry. The caller stated that the officer would not allow her to touch the laptop. The laptop was placed on top of the bins and the laptop fell off the top of the bins at the security checkpoint. The caller stated that the officer was rude and wouldn t allow her to secure her laptop. She stated that she attempted to advised the officer that her laptop was going to fall off the bins but the officer was very rude to her.

7/16/2015 2:06:25 PM

REASON for the call: Broken laptop rude screener inappropriate patdown
Date Time: 7 16 15 2:05PM
Gate Terminal: United terminal Line closest the
Airport: EWR
Airline: United
Flight #: 607
Bag tag # (10digit: N A
Bag Description: N A
Missing Damaged item description: The caller had a broken laptop.
NOI: N A
Special Notes: The officer s name LTSO (b)(6) was the person who dropped her laptop. Supervisor is (b)(6)

The caller also stated that she had a very bad experience with the patdown. She stated that the patdown was very inappropriate. She opted out of the AIT and the person who stacked her computer on top of the bins performed the patdown.

She was also angry because the supervisor would not allow her to write down the name of the officer that screened her.

Disability Description: (b)(6) has cancer and a painful area around her abdominal area that cant be touched.

Incident Details: Caller said she was just subjected to the most horrific, embarrassing pat-down of her life at PHL. She said she noticeably has cancer and has a very sensitive area in her abdominal area that is very painful when touched. She said they screened her with the AIT machine and after 3 minutes she had to put her arms down and they subjected her to a pat-down. She said that they pulled her to a private room and screened her using a more extensive pat-down. She said the TSO used excessive force in a sensitive area on her abdomen after she told them to be gentle in her abdomen area causing her to scream out in pain.

7/16/2015 2:17:58 PM

She said then the STSO (b)(6) STSO) came over and told her she was a angry and bitter person and told her off. She said she tried to explain and the STSO kept cutting her off and told her how bitter and angry she was. She feels like this level of discrimination was due to her medical condition. She then said a Federal Agent came over and cleared her from screening and was very nice.

Date Time: 07 16 15 1:45pm
Gate Terminal: Terminal F;
Airport: PHL
Airline: US Airways
Flight #:4756

Call Reason: Caller says that she just went through LAX screening and did not beep the device or anything, but was still told to step in the back by a lady TSO and given a pat down. She states that she is wearing a long skirt and is 72 and the TSO had her spread eagle and then put her hands up to her panties. Call says that she felt violated.

7/16/2015 4:44:43 PM

Date Time: 7 16 3:15 pm
Gate Terminal: 75B
Airport: LAX to Houston
Airline: United airlines
Flight #: 1143
TSO: female around 5 5 and around 150 pounds TSO (says that she does not remember what she looked like)

The caller had a flight on 7 16 15 and she is in a wheelchair. She had a PSS with her at the airport who carried her luggage and oxygen concentrator. She ended up having to have a pat down and when she turned around her oxygen tank was no longer behind her and when she asked for it the TSO said they had to finish screening her and then they would look for it. Upon finishing her pat down, the TSO looked for it and said he couldn t find it and didn t know where it went. She has already called the lost and found. She is very upset it is 3000$ and it is hard for her to breathe without it.

7/16/2015 5:26:54 PM

Date Time of Travel: July 12th, 2015 7:05AM
Gate Terminal: 4
Airport: Miami International
Airline: American Airlines
Flight #:124
Missing Damaged Item Description: The case was dark green with orange on it. The Oxygen Concentrator itself was a dark grey with light blue ($3350).

7/16/2015 5:29:24 PM

The caller is a global entry member, has obtained a RCN, receives PreCheck, and is a gold premium member with American Airline. On his previous flight, he had trouble printing his boarding pass at home, but he was able to do so at the airport. However, the boarding pass had ssss on it, because of this, the TSOs gave him additional screening. The caller stated that he received a very aggressive patdown. (b)(6) is concerned that this will continue to happen each time he flies.

The caller stated that he booked his flight through his work website, and his information has been the exact same for years.

Caller recently traveled with her son and had a bad experience at several checkpoints.

7/16/2015 9:40:14 PM

At Minneapolis St Paul on June 13-2015 6:30pm caller had gone through security and was told her son did not have to go through the AIT. He proceeded through the metal detector and retrieved his belongings. She proceeded through the AIT and received a pat down. Caller tried to ask a TSO named (b)(6) why she received a pat down. TSO (b)(6) refused to answer. A supervisor was called to the checkpoint to conduct the pat down. All other passengers were treated with respect by TSO (b)(6)

Caller was traveling through the George Bush International Airport June 27-2015 1200pm. As caller was proceeding through the checkpoint her son was directed to go through the AIT and the caller was directed through the metal detector. Her son was pulled out of line and a pat down was performed. A TSO named (b)(6) was present and when caller asked why her son was being patted down (b)(6) got in her face and stated "You will not yell at me today. Your son must receive a pat down or you will not fly today ." (b)(6) then directed caller to gather her stuff and proceed through the checkpoint. Caller was upset and admits to yelling at the TSO (b)(6)
Caller has a complaint. Every time she flies out of Tampa airport she gets a patdown. She stated that TPA is the only airport that this happens at. She would like to know why this happens.

7/17/2015 8:59:25 AM

Date Time: 07 07 2015 1pm
Gate Terminal: 34
Airport: TPA
Airline: Southwest
Flight #: Not Known

She inquired about Redress.

7/17/2015 12:27:19 PM

Dear TSA,

First of all I tried to submit this concern via your response page only to receive a message that your site was unable to load or something like that.

My 16 year old son (b)(6) was traveling by himself for the first time to study aboard through the program titled Council on International Educational Exchange (CIEE) to Toulouse, France. When he returned through Chicago International and went through the domestic security procedure they told him he was on a "Security Watch List". They then proceeded to give him a thorough pat down.

He traveled back from France on July 11th. His flight from Chicago to San Francisco was United 633 leaving at 5:00 PM from Terminal 1. My son said his passport "beeped" or something when he started to go through domestic security to board his United flight in Chicago.

I fail to understand how he could be on any "Security Watch List". I served as a Marine in Vietnam in 1967, my father served in the Navy in the Pacific Theater in WWII. I have nephew currently serving in the Air Force. I would like a response to this email to justify my son being on a "Security Watch List". He is named after Chief (b)(6) my grandmother is from the Wind River Reservation, His middle name is Japanese after his great grand father, his Japanese American grandfather served in the Army during WWII. I am enrolled in the White Earth Ojibwe Tribe of Minnesota. As you know American Indians serve this country at a rate far exceeding their population. Again, I expect a clear explanation of why my son was told he was on a "Security Watch List".

Respectfully,

(b)(6)

(b)(6)
Marina, CA 93933

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

7/17/2015 5:13:20 PM

The caller stated her husband went through JFK. She said he was sexual assaulted. She told me there were four S on his boarding pass. The caller stated they touched his area in front of people. She said he was denied to go in a private area when he asked. The caller said they let him pass multiple times through the scanner. The TSO did not offer him a private patdown they stated. She wanted to know if the security was raised since the attack that happened. The caller wanted to know if there was a way to prevent this in the future.

Date Time of Travel: 7 17 15 departed at 730 am happened about 715 am
Gate Terminal: Gate 32 Terminal 8 American Airlines
Airport: JFK
Airline: American Airlines
Flight # 4247

7/17/2015 6:09:25 PM

I was traveling from San Diego to Seattle on Thursday, July 16, 2015 on Southwest Airlines and when through security screening at approximately 11:30am. I chose to have a pat-down rather than go through the xray machine. It took 18 minutes to get a woman security person to pat me down. I had to ask 4 times to request the pat-down so I could get to my plane. After 15 minutes I was very stressed and frustrated and said I would go through the xray machine because I needed to get to my gate. The screener said I could not since I had opted out. Finally I stopped a woman security person myself and asked her to pat me down so i could get to my gate. She agreed, completed it and I then told the supervisor on duty the issue and delay. It was totally unreasonable to have to wait that long.

(b)(6)

Disability Description: Caller wants to file a disability related complaint.

Incident Details: Caller is at Orlando International airport and they had an issue going through security. There are 2 people with them that have insulin pumps and they were not able to go through either of the machines because of it. There was a male officer his name is (b)(6) hat forced her family member to go through the AIT. They had repeatedly asked him for a patdown because the doctor told her that she couldn t go through any screening machine. (b)(6) was the Supervisor at the checkpoint and did not assist at all, she actually told them that there was no complaint process for them to file. She stated if the insulin pump messes up because of this officer that will be a huge issue for them.

7/18/2015 9:31:02 AM

Date Time: 7 18 15 departure time 10:35am to Baltimore. They were going through screening around 8:30 am-9:00am
Gate Terminal: Line 6 5 going to Gate A120
Airport: MCO
Airline: Southwest
Flight #: 2083

He said he has a complaint. He said he and his fiancée, (b)(6) flew on Thursday and she lost her ID earlier that day but she was able to fly. He said she feels like she was violated due to the patdown. He said they do not have the Officer s name and that they were trying to get on the flight. He said she did not ask for a supervisor but she was upset afterwards. He asked how to reach the CSM at the airport.

Mishandling RFI

7/18/2015 12:19:08 PM

REASON for the call:Patdown Complaint
Date Time:07-16-15 at 1:05 pm
Gate\Terminal: unknown
Airport:Burbank
Airline:Southwest
Flight #:685

I passed through security at MCO Jet Blue Airlines, flight 1294 to Westchester County, NY HPO at about 6:30 PM on July 17, 2015 in the expedited check-in line.. I had a pet carrier with a 3 month old kitten in it. I flew to Florida to pick him up, and then flew right back to NY. My hands were swiped as I expected, but the absurdity is what followed. They claimed that I tested positive for residue of explosives, and repeatedly asked me who I was traveling with. I feel I was singled out because I had been flying alone on a round trip on the same day, and that in fact NO residue was found on my hands at all. I was not shown any evidence of a positive test, but I was then taken to a private room for a pat down. Oddly enough, this came a day after a terrorist was able to murder five American soldiers and he was not picked up as being a threat by any of our security agencies, but a law abiding citizen such as myself was. I want to file a complaint about this incident, and let you know how much I resented the way I was treated. With no proof of a positive test shown to me, I feel this search was capricious and deliberate.

7/18/2015 1:09:19 PM

(b)(6)

Yonkers, NY 10710

Disability Description: The caller has a colostomy and urostomy.

Incident Details: The caller was flying from MCI, and she went through the AIT machine which alarmed. She then received ETD sampling of her hands, and underwent a patdown. However, she was pulled out of line by the TSO, and informed that she had to expose the ostomy. (b)(6) nformed the TSO that she did not have to do this according to TSA regulations. However, the TSO demanded that she go to a private screening area where she was to expose the ostomy. (b)((b)(6) indicated that she was extremely embarrassed, as this has never happened before. She always complies with the orders of the screeners, and always undergoes the AIT, ETD testing, and a patdown; she has no issue with these practices. However, she does not want to expose her ostomy, and believes that she was discriminated against.

She requested that a copy of the screening procedures be sent to her e-mail address.

7/18/2015 4:07:12 PM

Date and Time of Flight: July 18, 2015
Departure Airport: MCI
Gate Terminal: Terminal B; Gate 41
Airline: Southwest Airlines
Flight Number: 1109
Time of Incident: Around 3:00 PM
Description of TSO: A heavyset, Caucasian female TSO with darker hair and glasses; she was a little older than middle age.

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)

7/18/2015 6:57:55 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? yes
Disability? no

Which U.S. airport were you traveling through?
Cape Girardeau Regional Airport

What was the date and approximate time of the incident?
Caller is 62 years of age and he flew out of Knoxville TN on Wednesday and while at the TSA checkpoint the screener swiped his hands for trace explosives. The machine set of an alarm and the officer yelled it loud enough for everyone to hear. Caller was then sent to the supervisor where he received a pat down and additional screening. This did not upset him he was just scared. The officer then retuned and told him that it was the soap that set it off. He was told that both Lubriderm and Neutrogena soap would set it off, and to not wash his hands before going to the airport.

7/19/2015 2:00:47 PM

Date Time: 7 15 2015 11:30 AM
Gate Terminal: N A
Airport: Aligent
Airline:Knoxville
Flight #: 951

Dear TSA,

I would like to express my disregard with the TSA officers in San Juan, Puerto Rico airport. On Saturday, July 18, 2015 I was traveling with my family from San Juan to Houston (Hobby airport). Contrary to what is in the TSA website, the TSA officers in San Juan separated myself from my wife and 3 year old son for approximately 10 minutes. What follows is a brief synopsis of the situation: As ordered by TSA officers I stood behind the checkpoint line as my wife, son, and all our belongings crossed to the other end. This was a rather stressful situation because any of our belongings or even our son could have been lost on such a busy day at San Juan airport. Thanks to God nothing of the sort happened.

The TSA website clearly states that your AIT is completely voluntary. However, the TSA officer at San Juan repeatedly forced me to use the AIT, and I was only allowed to forgo it after I demanded the pat down three times. Eventually, after my insistence, they gave me the pat down, but this in turn caused me to wait for an over extended period of time; despite them knowing I was traveling with my family and my wife needed help with our belongings and Son.

?

7/20/2015 8:37:01 AM

Lastly, I want to say that of all the airports I have been to, and of those that use AIT, TSA officers have never mentioned that AIT is optional and there is a lack of signs stating AIT is optional. Were these signs available I believe misunderstandings like the kind I recently experienced could have been easily avoided or quickly expedited. As a frequent flyer I try my best to stay up to date with regulations and be as compliant as possible with your officers which is why, it is of great concern to me when I'm presented with situations contrary to information found on your official website. Traveling as it is can be hectic, stressful, and filled with unexpected circumstances therefore I would kindly appreciate it that ill-prepared employees not be added to the mix.

Thank you for your time and consideration.

(b)(6)

REASON for the call: Caller flew from DTW to Amsterdam on Delta airlines. He said that he was selected for TSA PreCheck and he has had a hip replacement. He said that he did not inform the officer until he was already being funneled to the WTMD about the hip. When he told the officer he said I wish you would have told me sooner. So he sends him back to be rescreened and he had to have a patdown as well. During the patdown the officer asked him if he had anything in his right back pocket and he told the officer no. He said that the officer did not patdown his back pocket area and he feels there was a lapse in security. He said that he could have lied and taken something like explosives through in his back pocket and since the officer did not check it. He said that he did not have anything but he was concerned because if that happens every time someone could get through with something prohibited. He said that he just wanted to report this because it was alarming to him and he hopes this does not put him on any list that would cause him issues when flying.

7/20/2015 8:59:02 AM

Date Time: 07 06 2015 01:00 pm
Gate Terminal: International terminal
Airport: DTW
Airline: Delta
Flight #: DL 132
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

Special Notes:

REASON for the call: His wife s name on the boarding pass indicated her married name and her license indicates her maiden name. She presented her marriage license, insurance card, and credit card that indicated that her married name. The document checker indicated that he had to obtain a supervisor. The supervisor made a comment that his lunch. His wife received a patdown by a female TSO along with four male TSOs. His wife s waist was tested for explosive material. The female TSO put her hand up on his wife s shirt and down her pants. This occurred in front of her daughter.

He indicated that they did not have issue associated with the discrepancy with the name when departing from LGA on 7 11 and from IAH 7 on 19 15 (The United flight boarding at 1:30 and departed at 2pm.

7/20/2015 10:08:15 AM

He asked if I could call his wife to obtain a description of the supervisor and TSO.

Date Time: 7 19 15 6:45pm
Gate Terminal: Gate 43
Airport: DCA
Airline: US Airways
Flight #: 2155

The caller is wanting to file a complaint against TSA workers (b)(6) , (b)(6) (b)(6) The caller is at O Hair Airport and her bag was tagged because they thought she had a bottle of liquid in it but it was a tube of toothpaste. They took her to another room to do a patdown and she told them it was unnecessary. The caller said the patdown was very excessive over a tube of toothpaste and the screeners were very rude about it.

7/20/2015 12:02:53 PM

Date Time: 7.20.15 12:00 pm
Gate Terminal: Terminal:1 Gate: C29
Airport: O Hare Airport
Airline: United Airline
Flight #: 2008

I'm sending this to your email address because neither the on-line nor downloadable "talk to TSA" forms will let you submit information and keep saying they'll be on-line "soon." Well, it's been a week of trying, so I really hope you can take the time to read and respond to this.

On Saturday, July 11, 2015, my husband and I were traveling through O'Hare between a flight from Germany and a flight to Denver. We were late for a connection due to United baggage delays and when we arrived at Security #3 (where TSA told us to go for faster service) we were told that I had been selected for a special screening. This seemed odd to me given that I'm a paying member of the CLEAR program but TSA wasn't talking to us or concerned with our flight issues so they took my boarding pass and let my husband go to the gate to try to see if the plane might be delayed. I was groped in my pants (front and back), breasts, groin, etc. and all my belongings dumped out. The TSA personnel then "discovered" that the person they were supposed to screen was not me but was my husband. So, they accompanied me to the gate and proceeded to do the same in-depth groping and dumping out of belongings at the gate for United flight 459 in front of anyone and everyone walking by. Then they decided that somehow wasn't enough and marched him back to the original security line (2 terminals away) where they did the same search without the presence of any new personnel. Of course, we were not able to depart O'Hare and were left to work with United to try to get another flight out. We were treated very rudely and there was not even an apology for the repeated and public really thorough and needless searching of me and my husband. This was horribly offensive and showed that TSA couldn't even be bothered to figure out WHO they were supposed to be searching or to then figure out HOW to fix their mistake or to explain WHY it happened or help us or apologize to us for repeated public humiliation (TSA kept saying this was somehow our fault) and missing our flight. Really really shameful.

7/20/2015 12:17:31 PM

And YES I would like a response to know how this can happen and how there is no procedure to make sure that you know which person to screen (apparently holding a boarding pass and passport with photo is not enough) and what to do if you make a mistake.

I would very much appreciate knowing that the people on duty who did this have been disciplined or at least told that an apology when you humiliate people and unreasonably make them miss their plane could really go a long way. I am also concerned that they are so cavalier in setting people up for public groping and dumping out of their belongings that they don't even bother to check the name and ID for the person that has supposedly been randomly selected. Your system broke down horribly. I wouldn't want anyone else to experience what we did.

This is my email - HYPERLINK (b)(6) My name is (b)(6) - you can find me in the CLEAR program, too, of course.

REASON for the call: Caller had a negative experience at DEN and she arrived an hour early for screening. Her son is a type one diabetic. and she removed her sons medically necessary items form the bag. Her son got a pat down and other items were all screened as well. He normally gets screened by wand. he had insulin and needles and water and juice. She said that they were unable to screen him and she had to wait for someone else to screen him. She was told to wait for 10 to 15 minutes. His bag was left on he other side of the check point. They checked his for 30 to 35 minutes. She ended up missing his flight. She had to book another flight. She said that the line was long. She was told by a female TSO that she should have fed her child before she got in the line. She was working at the front of the line. She was an older lady with white hair. There was a male TSO that she kept telling that she was going be late and he said she have arrived earlier. When she flies out of DFW this not an issue.

7/20/2015 1:29:13 PM

Date Time: 7-19-2015 at 3:20 PM
Gate Terminal: It was the second one tot he left. A31
Airport: DEN
Airline: Spirit on the missed flight and she ended up flying with American later.
Flight #: 116

7/20/2015 6:13:33 PM

I was at LAX today around 12pm PST at United terminal 7 pre-check. I was randomly selected by the metal detector for additional screening - which I did the opt-out for the pat down as I've done many times before. Here were my observations:

1. There was a significant delay in waiting for the pat down of approx 10 mins.
2. During that time I lost sight of my belongings on the conveyer belt. A random TSA agent moved my belongings to another area outside of view without asking - while I was waiting for someone to get me for the patdown. This was the most worrying aspect. How am i suppose to attest to the contents of my belongings if I cannot account for it for a period of time?
3. The TSA person conducting the patdown was professional and actually did it exactly by the book - which is rare. He must have been new.

Sent from my iPhone

7/20/2015 6:13:48 PM

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 7/20/2015 4:01:09 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/20/2015 2:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main Checkpoint far West side TSA Employee: (If Known) : (b)(6) Comment : Im a pilot & travel nearly weekly. While traveling as a civilian I requested that my medicines not be radiated. In doing so I also opted out understanding I would be patted down. The TSA was quite unorganized, however after 10 min of waiting at the pre-screening point, the Supervisor (b)(6) asked (b)(6) to help me - as 10 min prior I indicated that my flight was leaving soon. Ms. (b)(6) did not follow her supervisors instructions & took another passenger (who had not been waiting) instead. I made (b)(6) aware of what happened & she corrected the situation. I again indicated that my flight was leaving soon. A gentleman screened my belongings & passed them. (b)(6) was treating me disrespectfully & with no courtesy. While patting me down she repetively touched my groin area & I stated that touching me on my vagina was not necessary. She stopped the pat down & refused to complete it, however she hung around to make sure that I would not be processed quickly. Another woman took over - who also touched my vagina area. (b)(6) was present & I indicated to him that it is not necessary for me to ne touched there. He said, "Let her finish" & threatened me to be escorted out of the airport. While being patted down for the second time I again indicated I needed to get to my flight. The gentleman who cleared my items was not present, so they would not release them to me, & they insisted on processing them a second time. I stated to (b)(6) that if I miss my flight he will be responsible. They took their time to process my items for the second time & I indicated to (b)(6) that given that a TSA agent had already cleared my items and that they were continuing to delay me was unacceptable. (b)(6) further threatened me. When I finally completely the process, 30 min later, (b)(6) detained me & stated he would ne filing a report. I indicated that I had been compliant to all of his instructions, so there was nothing to file. I ran the 100 feet to my gate & the plane had already been dispatched and the gate closed. I missed my flight & was connecting internationally. Not only did the TSA cost me monetarily, but they had no regard for human rights. I understand the US Constitution is no longer upheld by the current government, but I should never be harrassed when compliant to the extreme confinements which the citizens of this country have been imprisoned to without consent.
Would you like a response? : False
Passenger's Name :
Phone Number : 000-000-0000
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

7/20/2015 9:36:35 PM

Caller said yesterday she was on a flight from EWR to Toronto. She said when she went through the scanner it detected an anomaly. She said she has a bladder Vagina mesh on her person. She said they then subjected her to a patdown of her private area.

Date Time: 07 19 15 7:55pm
Gate Terminal: Gate B51
Airport: EWR
Airline: Porter airlines
Flight #:142

7/21/2015 11:49:35 AM

The caller recently traveled and every time she travels she gets a patdown and she always gets an NOI in her bag along with issues with her checked baggage. This particular trip, one of her small travel bags was covered with a thick white liquid that reminded her of bodily fluids, however, she does not want a claims form. Her other issue is that when she was subject to a patdown during this same flight they had to patdown her breasts. She had a hip replacement and she thinks that is part of the reason she is always subject to patdowns. However, during this trip it was her breasts they patted down. The female TSO did it in front of everyone and she used the front of her hands which made her feel violated. She is upset because she is given a hard time every time she flies.

Also although it does not pertain to this incident, she flew a few years ago and they had to do a patdown of her hip. During this patdown the woman stuck her hands down her pants and went all the way around. Again this was in front of everyone. Again this incident did not happen during the trip I have recorded information for in this record, it was a few years ago.

Date Time of Travel: 07 15 2015 9:30am
Gate Terminal: Terminal: A
Airport: TPA
Airline: Frontier
Flight #: Not Provided

Caller said she had a paper copy of drivers license. She also said that she had other appropriate forms of ID but was never asked. She said that she has cancer and that maybe the medicine in her body caused for alarm. She was abruptly pulled to the side, her baggage completely searched and was given additional screenings. During her screenings her husband wasn t allowed to accompany her during this process. Husband was told to stand back from a distance during the patdown. She said that additional screenings lasted about 30 minutes and that she felt very uncomfortable during the whole process. She stated that she told that her ID s didn t match and that was cause of this process.

7/21/2015 4:13:22 PM

Date Time: July 19th 10:00 PM
Gate Terminal: Gate 42 terminal 1
Airport: San Francisco
Airline: Delta
Flight #: 806

Disability Description: The caller s mother has a mobility impairment.

Incident Details: Caller is calling on behalf of her mother. She sent in a description of the problem several days ago but she said TSA required more information. She said she tried a second time to send the information and lost it due to email complications.

Situation:
On 07 03 15 early in the morning at 5:30am at JFK to board a Delta 439 flight leaving to Seattle. It was at Terminal 4 Gate B26. Caller s mother was in a wheelchair, her mobility is short term she gets tired but can stand. When callers mother got to the TSA checkpoint she said they asked her to stand in the AIT machine and then subjected her to a patdown. She said it was a very rough pat-down and the TSO slapped her on the back. When the callers mother told her the patdown was painful the TSO began to laugh. Caller said this was extremely Outrageous. She said her mother is 85 years old and very frail. She said she believes she was discriminated against due to her disabilities.

7/21/2015 5:00:45 PM

Date Time:07 03 15 5:30am
Gate Terminal: Terminal 4 Gate B26
Airport: JFK
Airline: Delta
Flight #: 439

She said that she wanted directions (via email) on how she could submit a complaint via postal mail.

Caller is calling on behalf of his wife, he stated that one of our agents took his wife s keys and never gave them back to her after a patdown.

7/21/2015 5:13:52 PM

Date and time of travel: July 20th, 6:00P.M.
Gate or Terminal: N A
Airport: LAX
Airline: Delta
Flight #: N A

(b)(6) took the call: The caller was upset because of missing keys. He was very rude.

He didn t want to provide any contact information.

From: (b)(6)
Sent: Tuesday, July 21, 2015 7:44 PM
To: TSAExternalCompliance
Subject: Letter of Complaint - TSA at SMF on April 11, 2015

Dear Mr. Hudson:
As per your request and based upon our telephone conversation today regarding my negative experience with TSA at the Sacramento International Airport (SMF) on Saturday, April 11, 2015, please find attached my letter of complaint to Kimberly Siro, who, as I stated, never responded to my correspondence.

Also, as stated, neither did the Customer Support Manager for TSA at SMF, James Smith, with whom I also had a negative telephone encounter on April 15, 2015 and who, upon request, promised to apprise me of the disposition of the matter.
In a subsequent correspondence, I will also forward my email to Tonya Sibley of TSA s Ombudsman s office regarding my more recent encounter with TSA on Sunday, July 12, 2015.
Should you have additional questions, please do not hesitate to contact me via email or at (b)(6)
Many thanks.
Sincerely,

7/21/2015 8:08:31 PM

(b)(6)

Attachment

Kimberly Siro
TSA Federal Security Director
4540 Duckhorn Drive., Suite 200
Sacramento, CA 95834-0255
Dear Ms. Siro:
Just this afternoon, I had a very disquieting telephone conversation with your Customer Support Manager, James Smith that has unfortunately provided me with all the more reasons why I should write to you about a recent encounter with the TSA agents at the Sacramento International Airport.
I am a Black Latina woman. This information is of relevance because at first glance the situation that I am about to describe has all the makings of racial profiling owing to the disproportionate number of problems that especially Black women have experienced with the TSA. And, while I travel frequently in my civilian capacity, this is only my second time going through the Sacramento International Airport. Both times, I have done so for the purpose of military duty as a reserve officer – first, while A TSA agent was seen withholding an American rights to film the pat down process. He denied a standard video capture clearly authorized by TSA listed on the TSA website. This is a violation of American civil rights. See here:

7/22/2015 10:17:16 AM

(b)(6)

(b)(6)
I still have not heard back.

I didn't have a problem with a pat down. I didn't have a issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is (b)(6)

7/22/2015 12:04:01 PM

(b)(6)
Information Technology

Good morning,

I tried to file this complaint via the web site, however, I've been receiving this error for days now each time I click submit:

The DHS web content platform is currently unavailable. Our systems should be back up shortly. Please come back and check again soon.

This occurred around 5:45 am on 20 July at FLL, at the security checkpoint nearest gate B6 as we attempted to get to Southwest flight 4107.

7/22/2015 12:04:48 PM

My daughter, age 12, was forced to go through the MMWR scanner and then given a pat-down when her necklace triggered the radar. I was under the impression that children weren't too be exposed to MMWR scans because they're not fully developed and more susceptible to damage from the radar. Furthermore, I was not consulted prior to the pat-down or notified that she failed screening. Specifically, on the TSA Web site, it says that children should be allowed multiple passes through the X-ray scanner to clear alarms, but she was given a pat-down instead.

Shortly thereafter when I approached the screeners to tell them that I thought someone stole my laptop, he told me I shouldn't have walked away with it, as though it was my fault. As it turned out, they had removed my laptop from the bin and taken it away without notifying me at all to run additional tests. It's my work laptop, so I'd panicked.

I travel several times yearly; I've never had issues before now. I understand this is the exception and not the rule. Thank you for taking the time to read this. If possible, I'd like some feedback on this.

Thanks!
(b)(6)

I refuse to take "it was shaken on the plane" as an excuse. I have packed the same thing TONS of times. This is the FIRST time they have opened my bag because I didn't zip tie it....This is horrendous.

I still have not heard back.

I didn't have a problem with a pat down. I didn't have a issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is (b)(6)

7/22/2015 2:10:19 PM

(b)(6)

(b)(6)
(b)(6) Alexandria, VA 22314
HYPERLINK (b)(6)
(b)(6)

7/22/2015 4:16:28 PM

Caller stated that he received a pat down in Honolulu and the screeners were rude with him and they gave him an un optional private pat down screening, in which they gave him a lot of difficulties. Caller was indicating this happened because of his decline of going through the AIT.

Hello,

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

7/22/2015 4:19:29 PM

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology"Advanced Imaging Technology).

HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology"Advanced Imaging Technology
TSA began testing state-of-the-art Advanced Imaging Technology (AIT) in 2007 and began deploying units to airports in 2008. This technology can detect a wide range of threats to transportation security in a matter of seconds to protect passengers and crews. Imaging technology is a...
HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology" \nView on www.tsa.gov
Preview by Yahoo

Disgusted,
Caller is wanting to know about the screening in Honolulu. He states the TSA just has private screenings to harass people.

7/22/2015 4:24:39 PM

(b)(6) Notes:

Caller states that when he flies from HNL he opts out of the AIT and receives a pat down. The caller is wanting to know if he has a right to have a public pat down. The caller is wanting to know where the US Code or Regulation is that subjects him to a private patdown

She said she has a complaint. She said she is trying to fill it out online but she said it wont take her complaint online when she hits submit. She said she traveled on Sunday and she has a complaint on 2 Officers at Detroit Airport at 9:45 am at the checkpoint and that she had TSA PreCheck. She said she told the Officer she needed the body scan due to a hip metal implant and she did not want the patdown. She said they did not tell her that the body scanner was not working and they did not tell her that she could go upstairs to use the body scanner that was working or that she could just leave. She said the Officer yelled at her and they told her she had to get a patdown. She said the Officer was touching her butt, unbuttoning her jeans and putting her hands down her pants. She said she does not have the Officer s name that did the patdown but she did tell her that she could have a private screening. She said she talked to a rude Supervisor (b)(6) and he just walked away from her and he would not give her his last name or give the name of the Officer that did the patdown. She declined her email address.

7/22/2015 9:18:03 PM

Mishandling RFI

REASON for the call:Complaint
Date Time: 07-19-15 at 2:11 pm
Gate\Terminal:B 55
Airport:Detroit
Airline:Delta
Flight #:3683

7/22/2015 9:23:15 PM

Caller is a doctor and flies a lot. He always opts out of the screening technology and asks for a patdown. However, today when he flew from SFO he went through a very inappropriate patdown screening. He was patted down by the TSO (b)(6) This guy massaged his buttocks and his body and touched his genitals two times. He went down the front of his pants and actually touched the pubic hair in the genital area but not his private part. His hands were about an inch above the shaft. The Supervisor was (b)(6) but the caller did not have time to fill out the complaint card. He wanted to call in the complaint.

He is traveling with Swiss Air flight 39.
Terminal and gate:G100

7/23/2015 8:50:27 AM

I was at TSA center in Boston Logan airport today wed July 22 at approx. 11:35 going through checkout. My flight was American Airlines 1233 to Dallas. My prescription eyeglass case with my prescription glasses was removed from my belt at pat down and not returned to me. Please tell me if you have found a black zippered case with red paint stripe.My contact information was inside the case. I have called 2 times and left contact information. PLEASE let me know one way or another if you have located the case or not. I live in Arizona and my information is below, and how do you send them back to me?

(b)(6)

7/23/2015 10:16:33 AM

Dear TSA,

Please route my complaint to the appropriate TSA department or provide me with the contact information of the department where I can file a formal complaint reference an inappropriate screening (Pat-down) of my wife (b)(6) by two TSA employees at the Huntsville, AL, Airport on 22 July 15.

Details of Incident: On July 22, 2015, at approximately 05:25 AM, my Wife, (b)(6) was inappropriately screened (Patted-down) by two Huntsville, AL, Airport TSA personnel during her attempt to board American Airlines Flight 5705 to Dallas, TX. My wife was too emotional to get the correct names of both agents involved; however, she was able to provide the following descriptions: Agent (b)(6) (name may be incorrectly spelled), white female with brownish hair that was pinned up. The other agent, whom appeared to be in training, was a light skinned African American female that was dressed in a white shirt with dark slacks.

As required, my wife entered the TSA checkpoint at the airport and moved to the screening area where she placed her purse and sandals in a bin, removed her laptop from its case and placed it in separate bin and placed both bins on the conveyor belt so that they could be processed by the scanner. While in the body scan booth, the African American female agent, mentioned above, told my wife that she required a pat-down upon exiting the X-ray, despite the fact that the alarm did not sound. When my wife exited the X-ray, the African American agent told my wife where to stand, and she began patting my wife down, under the supervision of Agent (b)(6) As the African American agent patted my wife down, Agent (b)(6) provided her directions on how to do the pat-down. Agent (b)(6) was very displease at the way that the female agent was conducting the pat-down, and she proceeded to tell her that she need to be more aggressive (rougher). Agent (b)(6) told the African American female agent that she needed to "get up under her breasts, she needs to spread her legs apart more...." After the pat-down was completed, and the agent released me wife to go retrieve her belongings, a male TSA agent told my wife that he need to check her laptop again. My wife consented and gave the laptop to the agent. In the meantime, while standing at the conveyor belt, my wife put her sandals back on and adjusted her clothing as necessary. As my wife waited for her laptop to be rescreened, Agent (b)(6) and the African American female agent told my wife that she needed to be patted down again. They asked my wife to remove her sandals, which she did, and the female agent began patting her down while they ran her sandals back through the scanner. As the African American female agent patted my wife down for the second time, Agent (b)(6) kept telling her she was doing it wrong. As a result, the agent had to repeat the pat-down over and over again which involved putting her hands under my wife's breast, running her hands inside her pants, running her hands around her waist and around her buttocks over and over again. At one point during the pat-down, Agent (b)(6) told the African American agent that "you need to get between her upper legs and around her thighs." This caused the agent to continuously poke around in my wife's private areas. During the process, portions of my wife's bare skin was exposed, to include her undergarments (bra and panties). All of this was being done in front of other passengers and for others to see.

Given the authoritative demeanor of Agent (b)(6), my wife was somewhat afraid to resist or say anything that may cause her to be arrested. However, she mustered up enough courage to tell them that they were embarrassing her and that she felt violated. In addition, she queried why the agents did not take her to a private screening area. Agent (b)(6) replied "you were asked at the beginning if you wanted to have privacy." My wife responded to her that she was not offered the option of doing the screening in private. Agent (b)(6) then turned to the African American agent that was doing the pat down, and the agent responded "no I did not ask her if she wanted to be screened privately." At that point, both agents began steering at each other. They did not tell my wife the reason she was being treated the way she was, nor did they offer an apology. As they continued staring at each other, my wife asked them if they were finished with her, and the African American female agent respond that they were finished. At that time, my wife proceed to catch her flight which was being held up for her. The screening process took an excess of 30 minutes.

My wife and I are very displeased with the aforementioned incident in which she was humiliated, violated, demeaned, publically exposed, and treated like a criminal. We would like for this matter to be reviewed thoroughly and the appropriate corrective actions taken.

Thank you very much in advance for your prompt attention to this matter.

Your canned response is unacceptable (pasted at the very bottom below my original email). Either my email below was not read or it was not understood.
Your TSA staff and scanner (AIT) readers are DISCRIMINATING against those with legitimate medical devices (silicone implants - no metal). This is unacceptable. You are violating people and their rights.

----- Forwarded Message -----
From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, July 22, 2015 2:21 PM
Subject: recent and becoming common TSA experience

Hello,

7/23/2015 10:16:38 AM

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology" \nAdvanced Imaging Technology).

7/23/2015 2:37:54 PM

Caller traveled yesterday from San Diego. She is 25 weeks pregnant and opted out for a pat down. She says her personal items were waiting on her when she got down with her screening. She did not want her items sitting at the end of the belt waiting till she can get her pat down. She says the agent took her items to her, including her phone after they had been screened. She did not get the lady s name. She doesn t want to get anyone in trouble. She had questions for a car rental and her airline and the fee for the rental.

CSM RFI-----Mishandling RFI
REASON for the call: Damaged phone
Date Time: 07-22-15 at 8:30 pm
Gate Terminal: Gate 33 but screening she had to turn to the right
Airport: San Diego
Airline: Spirit
Flight #: 1104
Missing Damaged Item description: Broken cell phone

7/23/2015 5:46:57 PM

Caller stated that she wants to file a complaint of molestation charges during a screening process at Minneapolis, Minnesota. Caller s luggage and personal property went through screening but caller said that she was pulled out for a patdown immediately. She said the officer stated that there was an alarm and they took her to a private screening area without telling her what was going on or giving her the option to have a companion to accompany her. She said the second pat-down procedure was done. According to the caller, her luggage was torn apart, everything removed from her purse and carry on without her even knowing why. She said that she was never screened for explosives or flammables. Caller felt that she was screened excessively without explanation.

Date Time: July 20, 2015 12:30PM
Gate Terminal: Security Checkpoint
Airport: Minneapolis St. Paul
Airline: Delta
Flight# 1779

7/23/2015 5:47:55 PM

Caller flew from LAX yesterday. He does not go through the AIT and usually waits for the patdown. He was waiting for a TSO to come and while he was waiting, they kept piling stuff up on the bin with his computer at the end of the belt. He stated that he felt, because of this, he left his laptop at the checkpoint and it was TSA s fault. He has called the LandF at LAX at 310-242-9073, which referred him to an email. He has emailed them three times, but no one has gotten back in touch with him. He asked if there is someone we can call for him at LAX.

The caller has already put in a complaint with Jaine Hodel at the airport. She flew out of PWM and she went through the AIT machine. The TSO asked to do a patdown, she rotated her breasts, went down her torso. They swabbed her hands but that part was fine. The woman who patted her down was curt and rude and there were men on the other side who were laughing as she was being patted down. The caller was very embarrassed and felt molested.

7/24/2015 12:27:39 PM

Date Time of Travel: 07 11 2015 5am
Airport: PWM
Airline: US Airways
Flight #: Not Provided
TSO Name (Rude screener): The TSO was female, dark black hair in a ponytail
TSO Badge # (Rude screener): Not Provided

7/24/2015 2:01:01 PM

Caller came into BOS for training for her job and she was asked by a TSO if she could touch her head due to the fact she had her head covered for religious reasons, or the TSO offered (b)(6) the option to pat down her head herself. The TSO then took her to the side and fingerprinted her and she wanted to know if this is the procedure that everyone goes through. She said she wished they had explained the process better she would not have been so upset. She said she appreciated that extra screening was sometimes necessary for safety reasons. She said that she was pleased that the TSO allowed her to pat down her own head covering. She also told me that she thought she was getting the extra screening because her last name was (b)(6) She said she thought it was a fingerprint test but that they did not put anything on her hands other than the wand and then they took the wand and stuck it in some machine.

Her main complaint is that the TSO did not explain the ETD procedure and that everyone else in line was watching the screening process.

Caller just had a flight and wanted to file a formal complaint. He flew from SAT to LAX on Monday and had no problems. He flew back from LAX this morning, with the exact same contents in his carry-on bag. He placed his carry-on bag in the bin and went through the AIT. He went to get his bag and they said they were having a problem with his bag and wanted to check the contents and also to give him a patdown. He felt the patdown was unnecessary since he had already gone through the AIT. He wanted to know why the bag cleared security in SAT but not in LAX. He went through screening at the Southwest Airlines terminal at approximately 6:30 AM. He said the female who did the screening of his bag was of Asian descent and the man was 6 2 or 6 3. He had dark hair and spoke with an accent. His departure gate was A-16. He was flying on Southwest flight 1959 departing at 7:30 AM.

7/24/2015 6:58:04 PM

Date and time of screening: 7.24.15 6:30 AM
Flight date and time: 7.24.15 7:30 AM
Gate: A-16
Airline: Southwest
Flight #: 1959
Airport: LAX

Caller said he is an African-American male and was wearing shorts with horizontal turquoise and white stripes, a white t-shirt, and sandals.

Are frozen beaded pearl gel packs permitted? We had two frozen gel packs with our babies milk. TSA said they were not permitted because they were soft. My wife had to go through two full pat downs (one in a private room because they said her hands tested positive for something) and they had to inspect all her possessions, rummaging through the diaper bag and crumpling up our diapers and tickets)

This occurred at SBA at 5:50am July 25, 2015.

7/25/2015 11:07:35 AM

I tried filling the online question form but it said there was an error with the online system.

Thanks,
(b)(6)

Sent from my iPhone

I had booked a trip in March from SPI to ATW, via ORD, Flight # 5329 and 4278 on United. The trip was to Oshkosh Airventure. I was only able to afford it because I won $1000 in a local radio group drawing. I was excited about the trip, because I not only ENJOY flying commercial, I boast that I seldom have any problems with Security. I particularly favor flying out of SPI because the Security lines are short and the parking is free.

At check-in, I was informed that the flight was delayed at least 45 minutes due to mechanical difficulties. I am as a big of fan of safe planes as anyone you may never meet.

When my ID was requested with my Boarding Pass, I presented my passport. I carry one from the days when I was a Flight Attendant. I have presented it to Security as ID at DEN, ORD, HLN, SLC, and MSP. I have NEVER had a problem because of using this form of ID.

I was wearing a dress, as I often do when travelling commercial flight. Many of my friends bemoan the bygone days when passengers dressed up as if for a special trip when flying, so I still do.

Net result of the foregoing?

The dress meant I needed a waistdown pat down. I don't know what I might have been holding under that dress between my legs, but if it was dangerous, she didn't get close enough to touch it.

7/25/2015 5:08:49 PM

I got tired of waiting. I wandered around the gate area, snapped a few photos of the various gate areas, tried to access wifi, which was very limited. I decided to go smoke one last cigarette before boarding.

When I re-entered the Security area, (b)(6) informed me that she couldn't accept my passport as ID because it was unsigned. I asked who was 'in charge here' and was told by other TSA employees that (b)(6) was.

While she assured me that "I want to let you through, but I need to see some other form of ID. Don't you have a Driver's License?" Of course I do. And also a FOID card. And a CAP photo ID. Not agreeing that your officer needed to see the entire contents of my wallet, I refused to show her my DL. I had already been passed through on my passport, less than one hour previously. I know Federal government doesn't move THAT fast. I also understand the difference between randomness and inconsistency.

I want an apology. I ended up driving to WI and arriving at 9:30 instead of the 5:00 I had reserved a rental car for. My checked baggage was already 'on the cart'. I also had to drive to ATW to pick that up at 10:30, so that I would have personal hygiene items for the next day. What started out as an exciting adventure and my ONLY personal vacation went quickly downhill from her actions.

I believe the requirement is for "a government-issued photo ID". Please send me the reference that requires it to be appropriately signed.

I don't fly often (another reason I am less than pleased about this), but I expect better from TSA. I have been in and out of airports since the timeframe when I could walk back to the gate past Security provided by the Airport Authority itself. I didn't have these problems until your agency was appropriated.

Have a GREAT day!

7/26/2015 11:27:48 AM

Call Reason: - Caller is calling to file a complaint about a TSO named (b)(6) She was completely rude. She ran the scanning machine. He opted out of the AIT screening. HE had to wait 10 minutes for someone to come to conduct pat down. 5-6 people or TSO's were standing around.
He complained to the female TSO and she said almost in a threatening manner, "Do you want me to get your stuff and run it again?" In addition when he opted out of the AIT she was rude. She stated we will deal with that when the time comes. He spoke with the supervisor who told him he had a couple complaints today on the same TSO.

Date Time of Incident: 07/26/2015 11:00 am
Gate Terminal: A 5
Airport: Indianapolis
Airline: United
Flight #: 4127
Bag tag #: NA
Bag description: NA
NOI: NA

Caller is upset because she was running late at the airport in Texas, they claimed there was something in his pocket and there wasn t. The patted him down and

7/26/2015 5:53:52 PM

Mishandling RFI
REASON for the call: Caller is upset because she and her son missed their flight because a TSO did not inform her that they were performing a pat down on her 17 year old son without telling her. The TSO stated that there was something in her son s pocket and she claims there was not. She asked the TSO what they were doing to him and was told they were taking a sample of his hands.
Date Time: 07 26 2015 3:05 PM
Gate Terminal: gate 6
Airport: Amarillo Int
Airline: Southwest
Flight #: 1546

Hello,

I'm writing to voice a complaint at the Las Vegas McCarran airport, security between gates e and d. I proceeded through the security line and the "random selection" alarm popped on. First of all, I went through the process of obtaining my precheck, therefore, I should be cleared given the metal detector does not go off. What kind of check are you doing with my fingerprints and life long history that you need to send me through the scanner?
Anyway, the TSA agents were extremely rude when I opted out. Actually yelling at me and telling me it's all computerized and only sound waves. I told (b)(6) the one female who patted me down in a very hostile way- I've had these before and never felt violated like today. She continued to speak loudly of my choice to take the pat down and was extremely rude. People who were patrons around me apologized!! My friend that I was with was embarrassed along with me! I work in a customer service field, travel quite frequently in my role, and cannot believe this horrible behavior is allowed. Smug, unhappy and rude. I understand you are a government agency. But we the people pay your salary. You owe me a response and an explanation of what will take place to prevent this from happening again and again.

7/26/2015 6:16:04 PM

Please respond via email. If not, I will escalate the issue as needed.

Thank you,

(b)(6)
Known Traveler #
(b)(6)

Sent from my iPhone

Hi there! My name is (b)(6) and I wanted to tell you about my experience at Albany's airport this morning. I got married on May 23rd and have been changing all of my information - new address and of course new last name (used to be (b)(6) and is now (b)(6) I travel at least every other week on business and sometimes more - in fact I was in three cities in one day two weeks ago and didn't have any problems at all with my new name change and temporary drivers license. I have been GOES and TSA pre check for years now so of course that means I've been extensively researched.

I have gone to the SNN office, got my new AZ drivers license and last week sent my marriage license and passport to the passport agency. I departed Denver International Airport on Wednesday, July 22, 2015 to Albany through Newark. I showed TSA at DIA my old drivers license from Denver and my new one from AZ that is temporary until August 13th when it expires. I haven't received my new AZ drivers license in the mail at this point. They thoroughly checked it out and let me through security with no problems. This morning in Albany which as you know is extremely small and not even close to the size of Phoenix Sky Harbor or DIA I had the WORST experience that I've had with TSA I think EVER! The lady that checked my license at the first checkpoint informed me that I would have to go back down to ticketing to have my name changed from (b)(6) on my boarding pass to (b)(6) I explained my situation and told her I had no problem GETTING to Albany on Wednesday and how in the world did she think I got there with (b)(6) on all of my documents. I also explained to her that my name is no longer (b)(6) and my Colorado drivers license which had (b)(6) was no longer valid and had a hole punched thru it. How in the world can your TSA agents in Albany let someone with an invalid license go change their boarding pass and come through? After a few minutes of going back and forth - I asked for her supervisor. She had also told me that Denver and Albany have different regulations. Funny - the last I knew TSA was a government agency and all have the same rules that apply within the organization. I think you have a huge problem on your hands with Albany. I am contemplating calling the media to explain my frustration and have them check out this airport. The supervisor came over and honestly - he was WEAK at best. I can honestly see why Homeland Security has been doing checks on the TSA. It's ridiculous that someone like me who is GOES and travels so much was treated this way when Homeland Security agents can sneak weapons and bombs through security to test the system and it's probably because they're harassing people like me! The supervisor said I could come through which completely contradicted what the other officer had already told me. However, here's the clincher - I had to be tripled check on a security check. Every inch of my belongings in my carry on luggage, purse and computer bag was ridiculously searched just because I had a temporary drivers license that was indeed valid. If you'd like I'm happy to send you my license so you can appreciate the ridiculousness of this whole situation. Then the pat down - the lady that did it was very nice and very apologetic and she did nothing odd or offensive it was the whole process and procedure that was offensive. I suggest you look quickly into this matter with Albany. I'm talking with some of my friends in the media to get their input and in the meantime - before I ask them to look into the Albany airport will you please clarify the rules/procedures for ALL airports in this situation since the Albany officer clearly thinks each airport has different rules.

7/27/2015 8:26:07 AM

Thank you and EXTREMELY concerned!

(b)(6)

From: (b)(6)
Sent: Monday, July 27, 2015 9:00 AM
To: TSA-ContactCenter
Subject: TSA agents in SEA TAC

Please read the attached letter regarding treatment of my sister (b)(6) while passing through the security point at SEA TAC airport.

Thank you

(b)(6)
HYPERLINK (b)(6)
(b)(6)
Lebanon, PA 17042
(b)(6) Home
Cell

7/27/2015 10:17:13 AM

To Whom it May Concern;
Please forgive the delay in this correspondence, I needed time to calm my temper and be sure to be respectful and professional, which is something not afforded to my disabled sister by your agents.
On July 14, 2015 we arrived at the SEA TAC airport in Seattle WA with reservations to fly Southwest to BWI. Upon arriving we proceeded to the security lines to check in.
Traveling with me were three sisters, my niece and a friend. My sister (b)(6) is disabled. (b)(6) of the North Cornwall Police Department in Lebanon County, PA. She is also a city council person in Lebanon City, Lebanon County, PA. (b)(6) of Parks and Recreation of the City of Lebanon. She understands and respects the need for law enforcement of any type and security.
She is disabled due to having an auto immune disease in April 2014. This disease is Poly Arteritis Nordosa. It is a disease that attacks the arteries and inflames them to the point that they swell and restrict blood flow. This disease caused her to lose use of her arms and legs from the elbows and knees down.
She spent one month in the University Hospital of Hershey Medical Center in Hershey, Pa. She was then placed in a rehab facility for two and one half months being released on July 22, 2014. At that time she was in a wheel chair but still had no use of her hands and legs.
In September 2014 she was able to return to her job on limited duty. In November she was allowed to return full-time.
Detailed below and attached is a complaint related to my experience with a TSA staff person on Wednesday, July 15th. If you need additional information, you may contact either me or my husband (b)(6) who witnessed most of this incident.

My name is (b)(6) On Wednesday, July 15th, I was traveling with my husband from Denver to a funeral in Fairfax, Virginia. I had knee replacement surgery 19 days before, so I was in a wheelchair provided by USAirways. We had TSA pre on our tickets and went through that security line with the wheelchair on the bridge to Concourse A at DIA at about 10:30AM.
After I walked through the screening device, I was told that there would need to be additional inspections. My hands were then swiped with the small test strips and apparently something on my hands made additional searches necessary without an explanation as to why. I was patted down and all my carry-on luggage was searched and tested using the small cloth wipes and the testing machine. This all took 5-10 minutes, during which time none of the TSA staff would explain why these additional tests were needed.
After all that, a different TSA staff person, a large woman named (b)(6) who had short black hair and black glasses, told me another pat down was needed and that it would need to be done in a room nearby. She pushed my wheelchair to the door. Once inside, I was told I needed to stand up. I explained that I would need my shoes to do so and then stood up after they were given to me.
At that point (b)(6) showed me in very curt and insensitive way that she had to do a number of pat downs of me all over my body. As she began to pat down my private parts, I said, "Jesus". (b)(6) stopped, looked me in the eye, and told me "You will not take the name of my Lord in vain!" I told her I would say whatever I wanted to and she returned to roughly patting me down. It was an insulting and humiliating experience.
I understand the need for searches and the other precautions that are used by the TSA. But I don't understand why the final, invasive pat down was necessary when the searches and tests of my belongings found nothing. My bigger complaint is with the insulting way I was treated during this experience. And then to have the TSA woman's religious beliefs shoved in my face was inexcusable.
After I got back to my husband and the wheel chair, I was shaking so badly I almost vomited. The trip to the gate was horrible, even though the man pushing the wheelchair could not have been nicer to me. The woman, (b)(6) was an unbelievably poor representative for TSA and needs to be told to use more sensitive and appropriate behavior with travelers.
I have not reported this incident previously. Please contact me to update me on the actions that you will be taking to address this reprehensible situation.

7/27/2015 12:20:42 PM

(b)(6)
Conifer, CO 80433
HYPERLINK (b)(6)
(c) (b)(6)

Reason for the call - She wanted to report a rude screener.

Airport - PHX
Airline - U.S Airways
Flight Numbers - 465
Departure Times - 7:10 am
Arrival Times - She went through the checkpoint between 5 and 5:15 am.
Date And Time of Incident - 7 23 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - A9
Terminal - Does not know
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - She told the TSO that she was 26 weeks pregnant and that she wanted to opt out of the AIT. He told her that the AIT was as safe as her cell phone and that she was stupid for not wanting to go through the AIT. He also told her that she had more radiation in her cell phone. He made her feel horrible. She went through the AIT. She was told that something was showing up in her stomach area. She had to have a patdown. She was told to lift her stomach and her shirt. She was also told to lower her pants. The TSO used a hand held metal detector. This was her first time flying and it was not a good experience. She said that she felt discriminated against because she was pregnant. She did not get the name of the TSO. She flew from PHX to ORD. She wanted to make a complaint.

7/27/2015 12:45:43 PM

REASON for the call: She wans to follow up on a complaint in regard to an incident that occurred at the checkpoint. Her son, (b)(6) 16, completed a complaint form at ORD in regard to the incident and they haven t heard anything. She spoke with the a supervisor, (b)(6) at the checkpoint, The supervisor provided a comment card that indicated her name and CP3, and 16:05

Her son went through the Premier Access Line at the checkpoint, He went through screening alone and was called for additional screening even though there was not an anomaly of the AIT. She indicated that the patdown of his groin area was conducted and the TSO used the front of his hand rather than the back, The TSO squeezed his private area. The caller pointed the TSO out to the supervisor that she spoke with.

She would like to receive a follow up.

7/27/2015 1:54:10 PM

A family member was detained and questioned a year ago in regard to their time in US in the 1960s when she was attending school in the US. She asked how to determine why and if the family member is on a watch list. She asked if her family member can apply for Redress as she is not a US citizen.

Date Time: 7 20 15 4pm-4:05pm
Gate Terminal: B12
Airport: ORD to DEN
Airline:United
Flight #: 1248

7/27/2015 2:16:25 PM

I fell subject to additional screening yesterday while trying to pick up my unaccompanied minor from a flight. The officer at the original scanning point was incredibly rude, unprofessional, disrespectful, and demeaning. By the time I got to the pat down part of the security process, I was already so enraged by the disrespectful and demeaning way I was being treated, I found it difficult to be cordial to the additional officers involved. While I understand the need for security, I would have been much less upset by the whole experience if your officer hadn't treated me like a criminal and a complete idiot. Your officers need some training on how to treat human being properly. I am a mother and an officer of a company. I have no criminal record -- I haven't even had a speeding ticket in over 20 years! I don't own fire arms. I am an very active volunteer in the community. The way I was treated yesterday was nothing short of disgraceful and your department should be completely ashamed of their deplorable performance!

I hope you will consider getting the officer at the original scanning point some sensitivity training, or excusing her from a post where she has to deal with the public! Employees like her are bringing the entire department down!

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

I'd like to report an unnecessary (and abrupt) secondary screening and strongly suggest the Agent is reprimanded. I travelled from Des Moines International on 7/25/15. We went through the security checkpoint around 4:20 pm. The agent was a Caucasian woman, dark hair and very abrupt in nature. She was upset to have me request a hand check of my medical bag containing insulin in a small, vial in original labeled packaging and an insulin pump which is not be sent through X-ray per my physician. I have travelled several places and NEVER have I been subjected to such scrutiny and embarrassment for being diabetic. I was told to go thru the body scanner and put my other carry on thru the X-ray which all passed successfully.

This Agent loudly proclaimed if I wanted a hand checked bag, she would have to do a full pat down, inspect ALL my bags and purse personally and demanded "is that what you want?" I asked for an explanation since it's clearly labeled and in a very small vial- way smaller than the 2.5 oz limited as a matter of fact and my body, bag and purse were already scanned. Since I rely on this insulin to live, I was subjected to a full pat down and this Agent scouring through my bags for some unknown threat- assuring me she was following TSA policy and all other airports were not. Those other airports(IAD, DCA) swabbed the small box and pump and my hands after I went thru the body scanner and I was cleared to proceed.

7/27/2015 2:17:10 PM

This Agent had no basis to subject me to a full pat down and secondary screen of all my possessions simply because I carry life sustaining insulin! I followed every detail on how to get my medicine thru security according to the TSA app and regs. I feel the Agent was clearly not following procedure, I was unfairly treated and she needs to be held accountable.

I look forward to your response.
(b)(6)

Caller advised she was hand checked at the airport and the TSOs fold her it was at random. She advised that she went through the AIT and when she came out she was subject to a patdown. She advised that someone told her before if she had to have a hand check more than 2 times a year that she needs to call TSA. She advised that she does not have the SSSS notation on either one of her boarding passes where she received additional screening.

7/27/2015 3:24:14 PM

Date Time: 07-21 11:45am-12:00pm
Terminal: Limberg Terminal 1
Airport: Minneapolis
Airline: Delta
Flight: 2488
notes: She does not have an email.

Airport: Cincinnati/ Northern Kentucky Airport
Date of trip: 07/27/2015
Time of trip: encounter was at approximately HYPERLINK "x-apple-data-detectors://2"11:30 am; my flight time is HYPERLINK "x-apple-data-detectors://3"5:55 pm.
Airline: US Airways
Flight number: AA3594
Name and badge number of TSA I spoke with: The name of the Supervisory Officer is (b)(6); he merely provided the last name of the TSA officer (b)(6)

7/27/2015 4:09:51 PM

In Cincinnati/ Northern Kentucky, approximately HYPERLINK (b)(6) "at 11:30 pm when going through Transportation Security Administration at US Airways. I presented my Differed Action for Childhood Arrival(DACA) card as a form of identification, something I've done numerous times without an issue . I gave officer (b)(6) my boarding pass with my DACA card. Officer (b)(6) mumbled something under his breath, I asked him what he said. He replied "I have to worry about many groups". That is racial profiling.What did he mean?The undocumented community? Immediately after I passed through the pat-down security check. I asked where I can file a complaint. The woman referred me to the Supervisory Officer. I summarized the encounter to him. I added that I felt racially profiled because I look brown. He replied "you look Hispanic". For all he knows, I can be Native American.The Supervisory Officer asked for my DACA card(Which he took a copy of for his report), when the Supervisory Officer saw my DACA card, he immediately stated that I "shouldn't have had any issues since it clearly IS a government issued document". Exactly. The supervisory Officer added "maybe he wasn't familiar with the document that's why he asked for the passport since we don't really come across them". Haven't all TSA employees been trained on the various government issue identification documents?The Supervisory Officer DENIED to give the other officer's name or badge number(pertinent information for a complaint) because of "security purposes". He added "We don't give our officers' information out because officers have been shot and killed". I believe that information should be accessible to civilians since they do wear them for a reason. The Supervisory Officer merely provided the other officer's last name (b)(6) He gave me a card I can complete to file a complaint. The Supervisory Officer asked for my boarding pass(which he took a copy of), address and phone number which I provided for his report.

I do not want to see anyone go through this again. People of color are constantly targeted. I would greatly appreciate if all employees at the TSA undergo a training of the various government issued identification documents as well as work ethics. To conclude, it would be amazing if all the Transportation Security Administration(TSA) complete their work task as the pledge states "to ensure that [the] experience at the security checkpoint is expedient and customer-friendly."

Dear Ombudsman,

I am writing you from inside the security check point at IAH airport in Houston, TX. I traveled to Texas for a brief trip in which I needed to take a piece of electronics with me. This is called a Human Machine Interface (HMI). It is approximately the size of a tablet, with a 10" display screen.

Due to the density of the HMI (per supervisor (b)(6), the X-ray machine could not properly identify it. Additional testing on it came back positive for explosive residue. The agent ran the HMI through the machine a second time and said it was clean.

I was informed as I was replacing my shoes that I needed to take them back off because I needed to be pat down. I was confused because I had not personally set off any type of alarm. I had already been through the X-ray scan which did not indicate there was any issue with my body. I was also told that I couldn't touch my items (even though I had brought them over to the extra check table and had already put my laptop into my bag).

When the female agent informed me of the type of pat down I was to receive, I requested to have it done privately. My concern was and is with the LEVEL of infringement that the Standard Operating Procedure requires in a situation such as this. I was happy to let any test be run on the HMI, in fact encouraged it. I have nothing to hide. I am, however, uncomfortable having a complete stranger touch my vagina and breasts. You can say, "between the thighs", but that is exactly where a woman is touched in this pat down. I was upset to the point of physically shaking.

This incident occurred on July 27, 2015 at approximately 12:30 PM. My flight is scheduled for 2:53 PM from IAH to DTW.

After the "all clear" from the pat down, I requested to speak with a supervisor. Supervisor (b)(6) was outside the door waiting as he had anticipated I would want to complain. He informed me that the officer had followed their SOP by giving me a pat down because the item I was carrying had set off an alarm. Again, I offered that they could test the HMI in any way they wanted. My person did not give any indication for concern. I felt like I was being treated like a criminal.

7/27/2015 4:10:08 PM

In retrospect, I feel sorry for the female officers who had to perform such a pat down. I am certain that they are not comfortable with such a situation either.

I want to point out again, that my body did not set off ANY alarm. I willingly told the TSA agents what the piece of equipment was. I offered that they could do any testing they wished on it.

I did not walk away from the check point feeling safer. I felt angry and violated.

By the way, I am not a stranger to travel. I fly often for both work and personal.

I would like an explanation as to why my situation should have required this level of personal invasion. I have also filled out a complaint card and will turn it in at IAH.

Thank you,

(b)(6)

Date: July 26th, 2015, Sunday

Time: around the noon hour

Airport: Denver International, West Terminal, where Southwest passengers check in

Date/Time of Travel: July 26, 2015 2:20 p.m.

Airline: Southwest Flight 363

7/27/2015 4:10:16 PM

Checkpoint/area of airport: Security clearance area that includes Southwest passengers.

TSA employee (b)(6) (female) Badge # (b)(6)

Comment: My boarding pass stated TSA precheck. As I approached the screening device, I said to Officer (b)(6) that I would "beep" because I had hip replacements. Officer (b)(6) replied rather rudely "why didn't you tell me that before". I was puzzled as there were no TSA officers to speak to on my side of the screening machine. She told me to go back and put my shoes through the Xray. I suggested that possibly it could be added to signage that if passengers have medical devices they could tell a TSA agent prior to stepping through the screening device. This really irritated Officer (b)(6) who told me "everyone already knows that, haven't you ever flown before". I never would've gone through the TSA pre check line if I'd known that I could use the optional device that does not require a pat-down. Travel is difficult these days, everyone is stressed. It just takes a little common courtesy with each other. TSA agent (b)(6) lacks common courtesy. I sympathize with travelers who have to encounter her at DIA. Due to my medical history, I have pat-downs frequently when traveling. I know these are the rules and overall TSA screeners are kind and professional. My experience at DIA caught me so off guard that I felt the need to report my experience.

(b)(6)

From: (b)(6)
Sent: Monday, July 27, 2015 2:39 PM
To: TSAExternalCompliance@dhs.gov; tsa-contactcenter@dhs.gov
Subject: Complaint - SOP at IAH

Dear Ombudsman,
I am writing you from inside the security check point at IAH airport in Houston, TX. I traveled to Texas for a brief trip in which I needed to take a piece of electronics with me. This is called a Human Machine Interface (HMI). It is approximately the size of a tablet, with a 10 display screen.
Due to the density of the HMI (per supervisor (b)(6) the X-ray machine could not properly identify it. Additional testing on it came back positive for explosive residue. The agent ran the HMI through the machine a second time and said it was clean.
I was informed as I was replacing my shoes that I needed to take them back off because I needed to be pat down. I was confused because I had not personally set off any type of alarm. I had already been through the X-ray scan which did not indicate there was any issue with my body. I was also told that I couldn t touch my items (even though I had brought them over to the extra check table and had already put my laptop into my bag).
7/27/2015 4:15:41 PM When the female agent informed me of the type of pat down I was to receive, I requested to have it done privately. My concern was and is with the LEVEL of infringement that the Standard Operating Procedure requires in a situation such as this. I was happy to let any test be run on the HMI, in fact encouraged it. I have nothing to hide. I am, however, uncomfortable having a complete stranger touch my vagina and breasts. You can say, between the thighs , but that is exactly where a woman is touched in this pat down. I was upset to the point of physically shaking.
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After the all clear from the pat down, I requested to speak with a supervisor. Supervisor (b)(6) was outside the door waiting as he had anticipated I would want to complain. He informed me that the officer had followed their SOP by giving me a pat down because the item I was carrying had set off an alarm. Again, I offered that they could test the HMI in any way they wanted. My person did not give any indication for concern. I felt like I was being treated like a criminal.

In retrospect, I feel sorry for the female officers who had to perform such a pat down. I am certain that they are not comfortable with such a situation either.

I want to point out again, that my body did not set off ANY alarm. I willingly told the TSA agents what the piece of equipment was. I offered that they could do any testing they wished on it.

I did not walk away from the check point feeling safer. I felt angry and violated.

By the way, I am not a stranger to travel. I fly often for both work and personal.

I would like an explanation as to why my situation should have required this level of personal invasion. I have also filled out a complaint card and will turn it in at IAH.

Thank you,
Call Reason: Caller has a son (b)(6) with special needs. She states that they were at MCO and her son stepped through the AIT and the TSO was sarcastic with her son and upset him and gave him a patdown and then when she said something about it, he said that she should have told him sooner that he had special needs.

Date Time: 7 27 1:20 pm
7/27/2015 4:54:17 PM Gate Terminal: 121
Airport: MCO to PIT
Airline: Southwest airlines
Flight #: 1795
TSO: a tall male large muscular Caucasian TSO with a crew cut and no glasses

REASON for the call: Caller went through Richmond and she is 78 years old and he has a metal implant and a bladder implant. She got a pat down. She went through the WTMD and she triggered an alarm. She has had pat downs before but never like the one she got yesterday. This pat down was more thorough than normal and the TSO told her that she would be going into and out of her cavities. The TSO was a Female and she was small and trim about 130 pounds with dark hair and wore glasses. (She may have been new) She insisted that she had to go back through TSA once she went through customs.
Date Time: 7-26-2015 at 7:30 to 7:45 PM
7/27/2015 5:08:41 PM Gate Terminal:?
Airport: RIC (She was flying into the country form Mexico.)
Airline: Interjet
Flight #: 1910

Submitted on Monday, July 27, 2015 - 23:17 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Request for Information
Date of Travel: Sun, 07/26/2015
Time of Travel: 5:10 pm
Airline & Flight Number: Southwest Airlines 1523 Checkpoint / Area of Airport: Kansas City Missouri TSA Employee:
==Request for Information==
Information Feedback: Traveling with a Disability or Medical Condition
Request for Information: I would like to know what airports don't have private screening areas for pat downs or other post screening requirements. In Kansas City Missouri, I was required to show my colostomy bag in an open area beside the screening area. Initially the screener said that she had to touch the bag but she did not touch it she just viewed. It was quite embarrassing and distressing to have to show my bag in an open area. I had showed the screeners my card stating I had a colostomy prior to the x-ray screening. I don't mind showing it to a TSA official but don't like to do it in an open area. Therefore I want to know if there are other airports that don't have privacy areas. Would it be possible to get a list or can they just add portable screens to those locations? I thank you for any response and in the future I will ask for a special TSA assistant.

7/28/2015
8:39:45
AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

Submitted on Tuesday, July 28, 2015 - 04:10 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?
- Gender\Sex
- 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: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98102
Other:
Email: (b)(6)

==Incident Information==
When did this happen? Fri, 07\17\2015
Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International
What happened? I am a sexual assault survivor and need pat downs to be done without the verbal advisement. I need the pat downs to be done with no talking. I am facing discrimination and triggering of PTSD from my assault every time I fly because no one will do the pat down unless I describe in graphic detail why I need no talking. I have to explain this to the screener, who then gets the supervisor. I then have to explain everything in graphic detail to the supervisor. Then the supervisor says

7/28/2015 8:39:58 AM

Caller stated that she went through the checkpoint in DTW and they treated her differently because of the way she was dressed. She chose to opt out of the screening devices and go through a patdown. This took 30 minutes and her luggage already went through screening away from her. She noticed that her water was taken out of her luggage and she needed this to take her medication on the plane. She doesn t feel that she was discriminated against, but didn t like that she was set aside for 30 minutes without her luggage and things were taken out without her knowing.

7/28/2015 10:16:32 AM

DTW
N Terminal
28 JULY 2015 @ 9am
Royal Jordan 0268
TSO: Several
NOI: n.a

Caller Flew out of LAX and his Cancer Medication was not put back in his carry on bag. He is very upset and wants his medication sent to him over night. He said he was groped by the TSA agent and he had to lean on a table because they had his braces. He had his medications in his computer bag and the TSA agent crammed his computer back in the bag. He was put though an x-ray machine and did not like the pat down process. His main concern is getting his medications back ASAP.

7/28/2015 12:25:44 PM

He was at Gate 14 at 7:20 PM going on flight 410

Dear sir or madam,

I had a bad experience with the TSA team at LAX from 5:00am - 5:30 am. I waited 25 minutes for a public pat down opt out screening and almost missed my flight. Other passengers offered to help by notifying the airline I was waiting to be screened because agents would not.

The team was led my (b)(6) - a supervisor. I believe his first name is (b)(6) The rudest person on his staff was (b)(6) - who informed me it was my fault I waited 25 minutes since I had opted for the pat down option.

7/28/2015 2:27:39 PM

If a 25 minute wait and 3 separate calls to the supervisor by 2 separate members of his team is appropriate please let me know.

The 2 team members who called for me were surprised by the wait. Several (3) female agents ignored me. One came and stood by me 3 times and shouted instructions to the passengers to take off their belts. I'm very disappointed in that team

Sincerely

(b)(6)

The caller had a flight Thursday night at 10:15pm with Frontier. She arrived ahead of time and she was told by Frontier that she did not need a boarding pass since she checked in online. At the TSA checkpoint the TSO sent her back to the ticket counter to get a hard copy boarding pass and would not except the pass on her phone. She had to run back and forth twice even though she has a medical condition. The airline ticket counter and the TSO were arguing back and forth about the boarding pass issue. After they got the boarding pass situation figured out she handed the same TSO a card for her defibulator but she told her she did not have time to pat her down, the TSO sent her away and said there is not anything else she could do for her. So she missed her flight because of all of this. She rescheduled and came back and this time they sent her through the machine instead of doing a patdown even though she has a defibulator.

7/28/2015 4:42:53 PM

Date Time of Travel: 07 23 2015 10:15pm
Airport: AUS
Airline: Frontier
Flight #: She thinks it was 1137
TSO Name: There were only two TSO s at this time because it was late at night. She mainly dealt with the female.

He said he has TSA PreCheck and yesterday at Tampa and today at Raleigh he got patted down at the checkpoint and he was in the PreCheck line. He said he had to go through additional screening and that his bag was tested for bomb materials both days. He said he travels with the bag weekly and he said the Officer at Tampa said he may have inadvertently caused the alarm to go off because he was new to the process and that he still had to do the patdown. He said he does not have the Officer s name. He asked does he need to contact someone at TSA about this. He said yesterday it happened after the bag was screened and today it happened before he was screened when he handed his driver license to the Officer. He asked if someone will call him back. He asked if this happens a third time what can he do and that he did not speak to a Supervisor at either airport.

Mishandling RFI

REASON for the call:Complaint on Additional Screening
Date Time:07-27-15 at 6:55 pm
Gate\Terminal:C
Airport:Tampa
Airline:Southwest
Flight #:unknown

7/28/2015 5:59:19 PM

Mishandling RFI

REASON for the call:Complaint on Additional Screening
Date Time:07-28-15 at 6:50 pm
Gate\Terminal:A 7
Airport:Raleigh Durham
Airline:Southwest
Flight #:658

REASON for the call: She is a hospital chaplain and former prosecutor. She was dressed in her hospital chaplain uniform. She passed through AIT screening and a female TSO, middle aged, brown hair in a bun asked her to step to the side. She asked the caller if she was wearing pants. As it was obvious that she was wearing slacks, the caller was unsure of what the TSO was asking and replied that she was wearing underpants. The TSO, who was behind her, reached between her legs and hit her vagina twice with the side of her hand (index and thumb) in a crude manner while running her palms along the inside of her manner. The caller described this as not being sexual.

The TSO advised that she had to look at her waist band. The TSO began to pull at her waistband.

7/29/2015 8:57:43 AM

A male TSO (she believes that he was a supervisor, over 6 feet tall) was present during the patdown and the caller believes that the female security officer was in training. He pointed to the screen to indicate an anomaly that they were looking for.

She felt that the TSO and STSO were abrupt, unapologetic, crude, and did not explain what was happening to her.

Date Time:7 27 15 The incident occurred at approx.7pm-7:15pm at the checkpoint furthest to the left.
Gate Terminal: Terminal A
Airport: BDL
Airline: United (She was initially scheduled on a US Airways flight)
Flight #: NA

Dear Sirs and Madams,

When my sons (b)(6) and (b)(6) and I flew home to Asheville NC starting our flight in Minneapolis on July 24 at 12:05 p.m., we had just discovered last minute the day before- having traveled by train to Michigan and car from Michigan to Minnesota- that my son (b)(had managed to forget to change his ID from the bag he usually uses as a carryon to the bag he had decided to bring on the trip. Not having needed to use ID for the train trip, the problem was noted late in the afternoon the day before our flight. My husband Clark called the TSA and spoke to one of your representatives who assured him that there was no cause for alarm, that (b)(would only need to fill out a form, answer some questions, and have a pat down. He just graduated from Wasatch Academy in Utah and so did not have a current student ID or even his old one with him. He has not been in a position to receive paper mail at our home or receive calls there. He has not needed a credit card or drivers licence. So when ask for these items and then our zip code and phone number he did not have the first or know the second. In addition he had no paper mail or credit card to show TSA staff. If he had had these items, as I understand it, he would not have been detained for questioning long enough to almost cause him and me to miss our flight but would have been sent through security for a final body check. That not being the case,he was asked questions he had no answer for: his father's age and birth date -we have not made a big deal of stressing ages of parents in our family or birth dates; the make of his father's car- he is not a car enthusiast and has no need of a drivers licence yet- he recognizes the car when he sees it, he just knows we own a station wagon, a van and a Volkswagen beetle.

7/29/2015 12:06:14 PM

He is a vegetarian who hesitates to kill an insect. He is shy and under stress might not remember everything he knows. Including his father, who was not flying with us, we had 4 people in the airport with ID's who could identify him and could have suggested things (b)(6) would definitely know. He has flown often from NC to Utah in the last 5 years and to other places with family. He had electronic devices that he could have pulled up accounts with his name on them on and used his passwords. Yet, I understand that because he could not answer all questions the TSA staff thought he should know, they hesitated to approve his going through security and then when the red haired very polite and kind security officer/guard (unlike the rude, insensitive stout black man who seemed to be the manager in charge and who never even introduced himself), assured me he was finally on his way through, he was then delayed further by not only a pat down but extensive emptying and swabbing of his two bags.

It seems to me that any one who was pretending to be (b)(6) and intending serious harm would have had his families information down pat. Someone like (b)(who does not know all the tiny details about his family is more likely to be legitimately who he claims to be. It also seems ridiculous that 4 people with ID's who verify who he is, need not be adequate evidence of his identity. If they were lying the TSA would have had 5 people to bring up on charges. It also seems that a person with questionable intent would not be traveling so visibly with 5 people with ID's. The whole experience was farcical. I should have been looking around for Lucille Ball. Lot's of questionable people could have made it through security while tax payers money and TSA time was wasted on making my son and I uncomfortable. I have met a lot of kind helpful TSA staff in the difficult years since we have needed to have TSA security checks and I know the Minneapolis staff were only doing their jobs. I can say that most of them were kind and patient. I cannot say that the experience increased my confidence in the TSA's ability to protect us and make our lives safer and easier.
Thanks for allowing me time to air my thoughts and attempt to highlight flaws in TSA operations.
(b)(6)

Disability Description: She had surgery on her right knee and she was in a wheelchair.

Incident Details: She said on Sunday she flew from Jamaica to FLL to Philly and she was in a wheelchair and she had a yellow carry on bag. She said a young African American female Officer came to her and said there were canned tea beverages, bottled water and lotion in her yellow bag and she was going to have to have a patdown. She said she was not given the option for a private screening. She said the other Officer told her she had to have the patdown done and that she can go to another room. She said the Officer took her shoes and she said this is the second time she has had a patdown done. She asked for a Supervisor and they told her she would have to wait until after the patdown. She said her complaint is on both being disabled and the patdown. She said this happened on Sunday at FLL and that she does not have the Officers names. She said the other patdown was done in Jamacia in May. She said she did not like the patdown done between her legs at FLL and that she had already gone through the ait machine. She requested an email. She requested the postal mail address for her complaint.

7/29/2015 1:59:51 PM

Mishandling RFI

REASON for the call:Complaint
Date Time: 07-26-15 at 7:25 pm and at checkpoint 3:50 pm
Gate Terminal:E-3
Airport:FLL
Airline:US Air
Flight #:2022

7/29/2015 2:02:59 PM

I want to let you know about your employee (b)(6) in the Phoenix Sky Harbor Airport terminal 4 TSA Security Check area.
On Monday, July 20th I encountered (b)(6) on my way through the security checkpoint. It was early (4:00 a.m.) and the TSA pre ?? line was not open. There was very little passenger traffic so I entered the ticketed passenger line. As I approached the body scanner I see it is also not manned and a gentlemen motioned me over and hurried me through the other walk-thru scanner.....before I could tell him I had a full knee replacement and needed the full body scanner tunnel that was not open. The alarm went off and he said to step to a designated area for a pat down. He then requested a female to complete the process. A woman named (b)(6) came over and asked me which belongings on the belt were mine. She was very stern in her voice, almost angry in tone, and I tried to tell her that I had a knee replacement (to which she never acknowledged my comment) she only said in a loud voice," do not touch your bags!". I was only pointing out which ones were mine, which is what she had asked me! I then said, "I'm not touching them, I'm just showing you which ones are mine". She then said, "That's it, I'm not taking care of you". She got on her walkie and requested a supervisor. A nice gentleman came over and she said, " she refused a pat down". I NEVER REFUSED A PAT DOWN! She blatantly lied. I said to the gentleman, "I never refused a pat down, I am more than willing to be patted down. I was only trying to explain to her that I had had a total knee replacement that caused the alarm to sound. She never bothered to even listen." He then had a sweet young lady pat me down and gather my belongings. I was traveling with my husband who is a LEO and enters thru a different area. Why would the wife of a law enforcement officer be against a pat down? Seriously? Our life is all about safety and security. This woman (b)(6) either had a bad life, or a bad attitude, or both. She was rude from the first moment she approached me.
Completely Unacceptable Behavior (b)(6) Employees on power trips are what give TSA a bad reputation. Just a heads up TSA, check your people's attitudes because other people are.
(b)(6)

(b)(6)
Sent from my IPad

7/29/2015 4:00:33 PM

To Whom It May Concern,

I am writing to inform you of a very negative experience my family and I had as we went through the security checkpoint in Terminal 1 at SAN on 7/15/15 at 7AM , particularly regarding your supervisor, (b)(6) I've included the names that I was given, however I'm not sure about the spellings.

My husband and I were traveling with our 3 year old and 14 month old boys, and our youngest currently is developmentally behind, unable to walk, and has a feeding tube in his stomach. I was nervous about going through security with all of his medical equipment, supplies, and formula so as soon as I booked the flights months ago, I called TSA Cares to have them walk me through the process and offer advice on how to go through security. My son would be receiving a feeding at the time that we would be going through security, so the person I spoke with told me that if we could possibly disconnect the feeding at the time we walked through security, it would be easier for the agents to inspect the feeding equipment and we could walk through the metal detectors without any issue.

A couple of days before our flight, I called the TSA Cares line again to schedule a TSA representative to accompany us through security so that we would have assistance with everything. I received an email from Everett Lucio with further instructions. I called the phone number provided and (b)(6) met us at the Southwest ticket counter to walk our family through security. He was very friendly and instructed us on how and what to place through the X-ray machine in regards to our formula and medical supplies. He as well as the agent working at the metal detector instructed me to leave my son's feeding machine and bag attached to him as we walked through. I let them both know that the TSA Cares line had advised me to detach it to walk through and I was fine with doing so. I also let them know that the feeding machine would for sure set off the metal detectors. They both told me that we were fine to go through and to not disconnect the feeding, they would just inspect his feeding bag after we walked through.

Of course when I went through the metal detector carrying my son, we set off the detector. On the other side I was immediately confronted by the supervisor (b)(6) and told that I would need to come over to the side to be pat down. At this point I was frazzled because all of our things were still going through the machine and they were trying to inspect my son's feeding bag as I'm holding him. I also feel very uncomfortable with having to be pat down and was really trying to avoid being in that situation. I told her that I called the TSA Cares line ahead of time to avoid all of this, had a TSA agent walk through with us, and that followed the instructions I was given to walk through knowing the machine would set off the detector. We asked if there was anything else that we could do since we were told to go through knowing that they would go off. At that point she was trying to get ahold of her supervisor and she asked me if my son could walk through the detector. I let her know that he is unable to walk and even if he did go back through, the feeding machine would set off the detector again since it was still attached. I filled her in on his medical needs and she then told me that I would have had to have been pat down anyways. I started to get pretty upset because I started to feel that my son and I were being singled out because of his disabilities and medical needs. I didn't feel that we should be treated differently from anyone else because of his needs.

Another TSA agent that was there inspecting the feeding bag suggested that I hand my son to my husband and that I walk through the detector again rather then having a pat down. We also asked if we could do the body scan rather then having a pat down and were told no. Before (b)(6) received an answer from her supervisor, she instructed me to hand my son to my husband and walk back through the metal detector, so I did. She then spoke with her supervisor and told us that he was not happy that she made that decision, that I would still need to be pat down, and now that I had passed my son onto my husband, my husband would now have to be pat down. At this point, my husband and I are now livid! We felt that our experience was made worse and we were having to suffer because of her wrong call. We asked to speak with her supervisor, (b)(6) and were told that we couldn't speak with him and that he doesn't come out for anyone.

Once they were done inspecting all our bags and my son's feeding bag, we all were ushered over to the area where we would be pat down. There were two other agents that joined us, one male to pat down my husband and another female. At this point, we were receiving a lot of attention from the crowd so on top of already beginning extremely upset about the way things have been handled by (b)(6) and feeling unfairly treated because of my son's needs, I'm completely humiliated to be having my entire family pulled aside to be pat down when I followed the instructions I was given. I began to cry out of embarrassment and frustration while I received my pat down and my husband was expressing how angry he was that this was incorrectly handled by (b)(6) . The TSA gentleman that was patting him down even agreed that we were being unfairly treated.

Greetings --

These events occurred on 20 July and then on 24 July 2015 at Patrick Henry Field, Newport News, VA.

On 20 July, I had to pick up/send off three unaccompanied minors on an American Airlines flight to/from Charlotte, NC/PHF. I had to obtain a gate pass to go beyond the security check point. I had to go to beyond the security check point since I could not process my grandchildren at the ticket area and there were no beverages, no snacks, nothing to keep the children occupied available in that area. I was not going to board an aircraft, only the 3 minors were flying.

7/29/2015 4:01:10 PM

As I approached the checkpoint, I informed the TSA employees that I had a knee replacement and had my medical card with me. They waived me through the metal detector which subsequently alarmed. My husband went through the full body screener -- he had no metal implants or devices. The TSA employees would not let me proceed through the full body screener -- I had already alarmed the metal detector. I showed them the medical card and showed them the scar on my knee. They didn't care. I had to endure a hands on body pat-down. I asked for a private screening but there was no other female available at the security checkpoint to take me to the private screening area. I had to endure the public humiliation of an individual rubbing their hands over my body, including intimate areas, lifting my blouse to reveal my stomach, being swabbed with an explosive detection cloth, having my bra searched, and feeling my right breast. I also had breast cancer and have had breast cancer surgery on my right breast. I told the TSA employees this all before the hands-on pat-down. They continued while others walked passed in full view.

On the second visit on Friday, 24 July, I insisted on a private screening. The same procedure happened as before. My husband who has no metal implants

From: (b)(6)
Sent: Wednesday, July 29, 2015 5:19 PM
To: TSAExternalCompliance
Subject: Fw: Retaliation

On Tuesday, July 28, 2015 9:08 AM (b)(6) wrote:

To whom it may concern,

I was discriminated against and retaliated against due to my wife s EEOC complaint against TSA LAS night shift, I was held up for 45m without explanation, treated like a criminal and had my disability questioned. In addition, officers insisted I get up and move when I told them I was a wounded veteran with sharpenal, metal and sore spots due to recent surgery.
I complained previously and contacted TSA civil office, who labeled the incident as a discourteous behavior rather than discrimination in retaliation. I want this behavior to stop and my complaints have been ignored by TSA management.

7/29/2015 6:15:46 PM

HYPERLINK (b)(6) \nImage removed by sender. image

HYPERLINK (b)(6)
(b)(6) shared from Dropbox

HYPERLINK (b)(6)
Preview by Yahoo

I have included a statement and will forward a recorded video
Hello,

I recently flew from Denver to New York City. I passed through the security line in the East terminal in the second or third line (I believe it was the third) at about 11:00p.m. on July 27, 2015. After going through the scanner, I was asked to step aside because there was "an anomaly in the groin area." I looked at the screen and indeed there was a large yellow rectangle over just the groin area. This has never happened to me before. The agent (female) came by and hastily changed the screen, then I was told that because I was wearing a skirt, a second scan would not help them solve this anomaly, so she would have to pat me down just on the upper thighs and crotch. This all seemed very strange and made me uncomfortable. Then the agent tested the palms of my hands and tried to strike up a conversation while waiting for the results. I found this entire interaction very troubling. As I googled the address for Denver TSA to make a complaint, a number of stories came up about the "scandal" where agents enter the wrong gender to trigger anomalies in the groin area for travelers who they find attractive, and then insist they have to do a manual pat-down. It appears the problem continues, and that it was not a matter of two bad apples. How will the TSA address this problem?

7/29/2015 8:04:35 PM

(b)(6)

(b)(6)

New York, NY

Submitted on Wednesday, July 29, 2015 - 18:55 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Idaho
Airport: WASHINGTON - GEG - Spokane International
Date of Travel: Mon, 07/27/2015
Time of Travel: 5:00 am
Airline & Flight Number: Delta
Checkpoint / Area of Airport: Main Checkpoint TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint: I am overweight and I am offended that every time I go through TSA check that because I carry a lot of my weight below the waist I am patted down and my palms checked. It seems strange to me that fat shows up the same as potentially harmful items. In spokane the last time I flew the female TSA worker requested to pat my backside and upper thighs. She then asked me to spread my legs wider and patted up to my crotch. I felt that this was extreme and excessive. If the equipment is simply identifying bulk, I would think that it is not effective. Better screening practices need to be taken and hand pat downs need to be replaced with wanding. It is really degrading. I would like a response please.

7/29/2015 8:05:25 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

Hello,
My name is (b)(6) and I recently travelled by plane to New York City. I am a gender non conforming individual, more specifically I am a very masculine woman. On my return flight from JFK to Pearson International Airport, I went through the security checkpoint, which included going through the body scanner. The TSA agent controlling the body scanner took one quick glance and assumed me to be male which later on caused an issue when the scan revealed female traits rather than male. At this point another male officer began a pat down without looking twice to check and make sure I was of his gender - this made me very uncomfortable (the reason why I know this, is because i was wearing a long hanging sleeveless shirt that clearly underlined my bra, which anyone that took a longer look would notice instantly and clearly identified me as female). What I am asking with this email is for a better solution for TSA officers when dealing with people who don't fit in the distinct categories of 'male' and 'female', rather than just assuming and causing tremendous stress on the individual. Perhaps the TSA agent asking for the passengers passport before conducting a scan or search, that clearly identifies their gender, would create a better and more professional experience for both the passenger and TSA agent. Something as simple as the previously mentioned scenario would cause a much easier and stress free security check for ALL passengers, without anyone having to feel uncomfortable or discriminated against.

7/30/2015 8:43:47 AM

Thank you for your time,

(b)(6)

Submitted on Thursday, July 30, 2015 - 13:25 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - SAT - San Antonio International
Date of Travel: Thu, 07/30/2015
Time of Travel: 12:00 am
Airline & Flight Number: Southwest 1440
Checkpoint / Area of Airport: Terminal A TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- Other

7/30/2015 2:12:42 PM

Complaint: My mother and I picked up my grandmother from the airport. My grandmother is in a wheelchair so we got gate passes in order to meet her at the gate. When going thru the security checkpoint, I saw the machine that xrays and asked an agent if my mom could go thru the basic xray. I was told she could but would then go thru a complete Pat down. My mom is stage 4 Alzheimer's. We decided to try the big machine. It lit up because of the shirt she was wearing and she ended up getting a pat down and hand check. I kept telling the agents she didn't understand and was getting more anxious but they kept pushing her away from me. IAW your policy of risk assessment she was a very low risk. It was unreasonable to put her through that.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
https://www.tsa.gov/node/2289/submission/26278

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: Nancy (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Rosamond, Ca

7/30/2015 2:13:15 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?

What was the date and approximate time of the incident?
Caller says that he was going through security. His 94 year old wife was in a wheelchair. He is 82 years old. Their skycap helped them. His wife was able to bypass the normal security line, but he had to go through the normal line. He went through the first set of machines and there was an alarm. He had his belt on and has multiple metal implants in his body. The agent there supposedly asked him why he didn t tell her before in a rude manner. He then went to the AIT where another agent supposedly rudely told him to remove his hat and then rudely told him he knew better than to leave money in his pocket. They made him take off his shoes even though he is over 75. His screening resulted in a patdown, but he has no complaints of the gentleman who done the patdown; only the two women who were supposedly rude to him. He didn t catch their names. The one at the WTMD was in 30s to 40s with short brown hair and maybe glasses. The other at the AIT was in her 40s to 50s with short hair.

7/30/2015 2:33:10 PM

Date Time: 07.28.15 11 a.m. Incident occurred at approximately 9 a.m.
Gate Terminal: C
Airport:
Airline: Southwest
Flight #: 758
Bag tag # (10digit): N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
The caller is wanting to file a compliant about a patdown. Her mother (b)(6) went through the checkpoint today at Washington Dulles Airport and she went through the WTMD. She set off an alarm so they did a patdown. When they did the patdown, they asked her to lift her skirt to her thighs and they touch her everywhere inappropriately. They also didn t offer her a private screening and she felt humiliated in front of everyone. This was her first time flying.

7/30/2015 3:10:57 PM

Date\Time: 7.30.15 12:14 pm
Gate\Terminal: Not Provided
Airport: Washington Dulles
Airline: United Airlines
Flight #: UA1107

Submitted on Thursday, July 30, 2015 - 17:33 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: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Davenport
State: Florida
Zip Code (Post Code): 33837
Other:
Email:

7/30/2015 6:11:59 PM

==Incident Information==
When did this happen? Mon, 07\20\2015
Where did this happen? SOUTH CAROLINA - HXD - Hilton Head
What happened?
Got to TSA checkpoint, showed them my crew ID, boarding pass, went through as if a normal passenger as I was business casual (no uniform, shoes off, laptop out etc..) and no issue. I forgot to take out my larger toothpaste and they said I will have to go through additional screening, which was fine. I walked over to the table and they opened every pocket, zipper, took everything out, swabbed both my bags inside and out for combustible residue – everything. Took the toothpaste and I thanked them and moved on.

I was sitting down in the gate area pulling the numbers for PHL

Submitted on Thursday, July 30, 2015 - 19:00 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - CMI - University Of Illinois-Willard
Date of Travel: Thu, 07/30/2015
Time of Travel: 9:30 am
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

7/30/2015 8:13:38 PM

Complaint:
One TSA agent was very rude and shouting. She was not at the gate checking people in, but standing in a wrong place and looking in the wrong direction. Then, she got mad at me for putting my things down to be scanned. After she checked me in, she got upset that I was pushing my belonging along the belt. Is she just a control freak? She should be trained to be more polite as a federal employee!!!

Then I got selected for a random body pat-down. And, a second TSA agent groped me in the private parts! This is crazy! Why should some old TSA guy be allowed to touch my testicles? It's sexual harassment.

Would you like a response? No, a response isn't required.

Submitted on Thursday, July 30, 2015 - 21:33 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: District of Columbia
Airport: VIRGINIA - IAD - Washington-Dulles International
Date of Travel: Wed, 07/29/2015
Time of Travel: 7:00 am
Airline & Flight Number:
Checkpoint / Area of Airport: The checkpoint near the Pre-Check lanes TSA Employee: (b)(6) and her male direct report

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

7/30/2015 10:01:26 PM

My brother and I were recently traveling on a flight from IAD to CMH. We are both Pre-Check, frequent fliers. For the first time, my brother was flagged as SSSS far in advance of arriving at the airport as he wasn't able to check in online. I understand that is a procedure, though I find it highly suspicious that designation was "random" or logical. We had booked our flight weeks ago and it was a round-trip ticket. I was allowed to go through Pre-Check and waited for my brother to go through the regular lane. He cleared the "hands-up" machine and his carry-on was also cleared. However, he was held for additional screening as is the result of the designation. What followed should be an embarrassment to you. He was subjected to an extreme and invasive patdown - short of groping him, the TSA employee ran his hands over every inch of my brother's body, sometimes twice. He put his hands inside the waist of his shorts and up the legs of the shorts. My brother withstood this humiliation with patience and calmness; I, on the other hand, was crying, watching the scene unfold. He was treated with the

Submitted on Thursday, July 30, 2015 - 23:26 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Thu, 07/30/2015
Time of Travel: 9:15 pm
Airline & Flight Number: WN 442
Checkpoint / Area of Airport: Only checkpoint open, by new hotel and large American flag.
TSA Employee: Unknown. She had covered her name tag with other badges.

==Complaints==

7/31/2015 9:07:53 AM

Complaint Feedback: Screening
Complaint: I underwent a pat-down screening, and the screener (a young, obese black woman with chin-length straight hair) jammed her hands into my crotch during the pat-down. She hit me with the side of her hand so hard that it was painful. This was extremely inappropriate and unprofessional.

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2289/submission/26338

Submitted on Friday, July 31, 2015 - 09:11 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - ORD - Chicago-O'Hare International
Date of Travel: Fri, 07/31/2015
Time of Travel: 8:00 am
Airline & Flight Number: AA 1456
Checkpoint / Area of Airport: Screening
TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint:
This applies to all TSA everywhere.

7/31/2015 10:10:26 AM

I am TSA Pre. I have metal in my leg and need to go through the scanner. The muscles in my right shoulder always (and sometimes in my left) give an indication for pat down in that area. I am very happy to have a female employee do this, but your policy won't allow that. That patdown of that non-sensitive region has to wait for a male.

More broadly, I think the rules on all patdowns should be revisited. If the worry is that you need to avoid a touch of someone who might have sexual thoughts while patting someone down, then you need to screen for sexual preference. Even so, while I am statistically confident that I have been patted down by gay men, I don't care.

I just want to get though security fast.

If the worry is that some subjects want to be screened by someone

From (b)(6)
Sent: Friday, July 31, 2015 10:52 AM
To: TSA-ContactCenter
Subject: FW: Incoming Title VI Complaint

Please see message below.

I have been referred to Seena Foster, Manager, Disability Branch, Office of Civil Rights and Liberties

Best Regards,

7/31/2015 12:20:23 PM

(b)(6)
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue SW, Room 1030
Washington, DC 20591
Work (b)(6)
Fax: (202) 267-8341

(b)(6) Please click the image to provide feedback

This e-mail message is intended solely for the recipient(s) above. The information may be privileged and confidential. If you are not the intended recipient of this message, notify the sender immediately and delete the original message. Thank you!

From (b)(6)
Sent: Friday, July 31, 2015 10:40 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: Incoming Title VI Complaint

Good Morning,

7/31/2015 1:24:33 PM

Our office received this letter via FedEx July 17th. I have been struggling trying to find who is the POC/ who should I forward the letter to. If you could please advise as to where I can send this to or who I need to call, I would really appreciate it.
Caller was scheduled leave Reno on the 23rd. Because of TSA Screening he missed his flight. He arrived at the checkpoint. He opted to get a patdown. It set off the AIT. He was taken into a back room and patted down. He missed his flight. He wants to know what the next step is. He filed a complaint with the CSM at the airport.

7/31/2015 4:10:37 PM

I was recently stopped by security after passing through a scanner in a Phoenix airport gate. According to the officer, I had an "anomaly" in my "crotch."
A thorough pat-down ensued, as did an officer overreacting to me expressing shock at the implication – as any normal human would do.
There is no possible way there was anything suspicious between my legs, which means your scanners don't work properly. Or, your officers lied in order to cop a feel and humiliate me. Either way, the screw up was on your end.
This was an unnerving experience, to say the least. And, I can't imagine how many other women have been put through it unnecessarily.
Get it fixed and get your female officers out of aggressive mode when dealing with professional women who have been targeted for no reason.
Callers wife is (b)(6) and she travels every week and she is pre approved for Precheck. She was at LAX today with her walker, when she went through TSA there was a rude officer named TSO (b)(6) in line one and two. Caller stated this officer stopped his wife and made her remove her belt, shoes and other items and did not care that she had precheck. He stated his wife cant even stand well and they still made her remove her shoes and everything. He later stated she got wheelchair assistance from the airline because they wouldnt even let her go through the checkpoint with her walker. She ended up getting a patdown procedure while in the wheelchair and they swabbed her hands as well. She stated the lady was grabbing her breast and put her hands under her crotch, the passenger felt that she was being groped. Caller stated what shes really mad about is that the lady was groping her and she had precheck on her boarding pass. Caller states that TSA either needs to retrain this employee or maybe she just wasnt meant for the job.

7/31/2015 5:35:32 PM

Mishandling RFI

CSM RFI----Mishandling RFI
REASON for the call:
Date Time: 7 31 15 departure at 8:20pm probably went through screening about 2:10pm
Gate and Terminal: Gate 71B
Airport: LAX
Airline: United
Flight #:281

7/31/2015 8:04:47 PM

I was just subjected to an overly aggressive pat down. I am contacting you to issue a complaint. Never have I been subjected to such an aggressive pat down. I always trigger the alarm due to two knees and hip replacements. You can see my scars, I am wearing a dress. There is no need to karate chop my crotch four times, I have only one.

The woman who conducted this procedure I'm certain was just doing her job, but clearly she needs to be retrained. She said it's all on camera so I'm sure it's available at the Humphrey Terminal in Mineapolis; approximately 5:15pm. She hid behind just doing her job and I witnessed her telling another tsa officer. I'm sure this is not how a pat down is supposed to be conducted and I'd appreciate a response.

Thank you.

(b)(6)

8/1/2015 9:27:44 AM

Sent on a Sprint Samsung Galaxy S® III

Submitted on Friday, July 31, 2015 - 22:30 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 :

- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm

Day of the week:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

PO Box or Street Address: (b)(6)

City: Minneapolis

State: Minnesota

Zip Code (Post Code): 55405

Other:

Email: (b)(6)

==Incident Information==

When did this happen? Fri, 07\10\2015

Where did this happen? MISSOURI - STL - Lambert St. Louis

International

What happened? I am traveling with two small children, my two month old son and my two year old daughter, as well as my father.

Submitted on Saturday, August 1, 2015 - 11:10 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Puerto Rico
Airport: PUERTO RICO - SJU - Luis Munoz Marin International
Date of Travel: Fri, 07/24/2015
Time of Travel: 11:30 am
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: TSA Pre?™
Complaint: There is no scanner in pre-check just a magnetometer. As I have implants I set of the magnetometer, I was told I should get in the regular line as that has scanners. That is NOT what I paid for. I choose to stay in pre-check and waited well in excess of 30 minutes for a pat down. Again not acceptable. Agents had no radios, claimed they were understaffed, hard to believe when you see so many TSA shirts just wandering around. In any case a very lackadaisical, unprofessional, poorly led operation.

8/1/2015 1:18:08 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name (b)(6)
Phone Number (b)(6)
Email Address (b)(6)

The results of this submission may be viewed at:

8/1/2015 6:49:13 PM

Caller wanted to report an incident. She was violated at the screening checkpoint. The officer started laughing with her co-workers. After screening, she was asked to step her right foot forward, her feel were apart and the right leg was patted down, The passenger had shorts. The officer s hand touched her private area.
The passenger told her to stop and a new officer had to finish the pat down. The second officer did a better job.

Passanger asked for her badge number and was only given her last name (b)(6)

8/1/2015 7:07:09 PM

Flight #613
Date: 07.31.2015
Time: 9:35am
Airlines: Hawaiian
Airport: LNY
On July 29 2015 I returned from a trip to Munich Germany. In Munich I went trough the X-ray- machine without problems. 8 hours later had again go through x-ray in order to return to Phoenix AZ. I was told I had to be groped, no reason why. . The woman proceeded to press my breast until they hurt and went down my body and stuck her finger into my vagina. I compl;ained saying this was an assault. The arrogant supervisor, called (b)(6) appeared and said because I hadn.t let the first woman finish I had to go through it again with another woman. I made quite a scene. I am 90 years old and have both hips replaced, so I have gone through many gropings during the last 4o years and only once before did a woman have the nerve to stick her finger into m vagina. But according to (b)(6) it is procedure and if I don.t like it, he would walk me of the airport. Airport security is not there to sexually assault old (or any) women.
I hope you can do something to change these procedures
Sincerely, (b)(6)

8/2/2015 9:05:48 AM

Caller did not wish to give her information for this call. Caller stated she flew from Ft. Lauderdale Airport to BWI. Caller wants to complain about the service she was provided at Ft. Lauderdale. She stated she is an American citizen, and has TSA Pre Check. Caller was directed through the AIT machine at which point it alarmed on her. She stated she seen that it alarmed on her stomach area. She said that the TSO pulled her aside and informed her she would need to undergo a patdown. She stated that the officer checked her stomach area, but then proceeded to check her groin area. She stated the TSO informed her that the patdown would be conducted using the back of the hand. The caller wants to know how foreigners and other American citizens make it through the security screening with gun, knives, and other dangerous items. She hears about this happening all the time and would like to know why they can get though with all these items but a little grandma like herself has to be violated. Caller stated that she never has issues like this when she fly s through BWI, but it always seems like something when she goes through Ft. Lauderdale.

Caller gave her flight information:
Southwest 3713
8-1-15 8:45pm
Terminal 1

Submitted on Saturday, August 1, 2015 - 23:09 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - AUS - Austin-Bergstrom International
Date of Travel: Sat, 08/01/2015
Time of Travel: 4:00 pm
Airline & Flight Number: Southwest Airlines Flight 2196 Checkpoint / Area of Airport: Checkpoint 2 TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

8/2/2015
9:44:10
AM

Complaint: I was randomly selected for extra screening through the TSA Pre line. The officer told me my bag tested positive for explosive material. I was told to sit down and take off my shoes as they thoroughly searched ever inch of my bags and sent them through the metal detectors several times. A female officer patted me down in front of everyone. She didn't offer a private pat down. Shortly afterwards, a man who indicated he was in charge of explosives came and questioned me. I asked him how this it was possible my bag could test like this in light of the fact I've travelled through multiple airports in the past three weeks with the same exact bags without incident. He said the bags may have touched something during all those travels (which is disturbing) or that I may have touched someone. He asked if I'd touched someone recently. I told him our driver helped me out of the car so I'd touched his hand. "Did he look like a terrorist?" he asked me. I told him he's a white male. I explained that I'd worked on the Bush presidential campaign as a staff member and so it was ironic that I was going through all of this. He said there wasn't really a problem. They just needed to go through this process because that was the protocol once the alarm went

Submitted on Sunday, August 2, 2015 - 09:26 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 : 11:00 am - 1:00 pm
Day of the week: Monday
PO Box or Street Address (b)(6)
City: Irving
State: Texas
Zip Code (Post Code): 75063
Other
Email (b)(6)

8/2/2015 9:44:34 AM

==Incident Information==
When did this happen? Sun, 08\02\2015
Where did this happen? OHIO - CLE - Cleveland Hopkins International
What happened? As I approached the tsa scanner at approximately 8:15am on Aug 2 2015 an Asian (I assume) tsa agent with grey hair directed me to the x-ray scanner and I notified him at that time that I was three months pregnant and that I would like to opt out of the scanner. He said, ok but still directed me to get in the scanner so I told him again that I was pregnant and he got upset and irritate and told me that the x-ray and the metal scanner were the same thing and not to tell him the same thing twice. He then told me that the only way for me to get through tsa was

(b)(6) called in on 7/28/2015 and spoke with Andrew about alternative forms of ID. Her DL had expired and wanted to know what she could use to board her flight. When the caller went to the TSA Checkpoint in SAN, she presented her boarding pass along with her alternative forms of ID. The TSO checking her boarding pass then started yelling 'Plus One' and was telling everyone to go around her. She was then taken to a non private area, to the right of the escalators where everyone could see her. She received a thorough fully body patdown which involved raising her shirt up. She also had to take her hat off and a TSO felt her hair for any anomalies. (b)(6) stated that she was very embarrassed and mortified. She was trying to give the TSO the information Andrew had gave her but they said they didn't care. They also took 3 items away from her and threw them away. She stated that she has taken those 3 items on a lot of different flights without any problem.

8/2/2015 12:21:20 PM

Date Time: 8 1 2015 2:00pm - 3:00pm
Airport: San Diego
Airline: Southwest
Flight #: 1426
Supervisor description: Female, Petite, fair skin, very short black hair.
Officer description: Plus sized, busty woman, curly sandy blonde hair, in her 50 s.

(b)(6) stated that his seventy-eight year old mother had a terrible experience at the Hartsfield Aiport in Atlanta. He stated that she has to stay in a wheel chair at all times. He wanted to report that his mother had gave them her TSA PreCheck card and then was unnecessarily taken to a private room without her permission to receive a pat down. He stated that they had inappropriately touched her private areas and they went through all of her bags. (b)(6) feels like all of this wasn t appropriate for his mother since she was elderly and takes anti-depressants.

8/2/2015 4:05:06 PM

Date and time of travel: August 2nd at 1:00 P.M.
Gate or Terminal: Terminal 4
Airport: Hartsfield Atlanta International
Airline: Southwest
Flight #: 3856

Yesterday the caller and her husband were coming back from the Fort Lauderdale airport.
She said that her husband was not treated correctly and she had an NOI, she wanted to know if this was related.

They told him that the Pre Check lane was closed, they both had a blue or green tag put on their boarding pass to signify they had Pre Check.
When they got to the beginning of the belt he opened his laptop bag and was told to take every single thing out of his laptop bag and everything out of his pockets.
As soon as he got to the other side of the metal detector after clearing, the first lady that initially that told him that Pre Check lane was closed, told the other TSO s that his stuff needed to be checked again after already being cleared.
She also suggested that he have a thorough patdown with which he had to undergo after already clearing screening.

8/2/2015 4:31:04 PM

Date Time: 08 01 2015 @ around 6-6:15 PM
Gate Terminal: B5
Airport: FLL
Airline: Southwest
Flight #: 3913

Description: She was an African American woman, she had short hair, they also think she wore glasses.

Dear Sir/madam:

As a frequent traveler, I am quite versed with the TSA and am thankful for the job that you do to keep us safe. Yesterday, August 1, I flew from Cabo San Lucas to Phoenix, AZ and had a connecting flight onto Denver, CO.

Going thru customs was an absolute breeze, however, my connection was a close one. As you know, you must go thru security again (even though you went thru security at your originating airport). As I arrived at the security checkpoint closest to the international terminal in Phoenix, the line was quite long. With only 20 minutes to make my connection, I entered the first class line.

Getting thru this first point was fine. Then, there was only one scanning machine working as well as the older machine for TSA prechecks. The line for the scanning machine was very long, so I got into the line for the older machine. Upon getting up for my turn, I was told I had to go thru the scanner since I was not a precheck. I explained to the TSA agent, (b)(6) that I had 15 minutes to catch my flight and since there was a long line at the scanner could I please go thru this line. She was quite rude and adamant that I could not. I then asked for a pat down, as I am not comfortable going thru the scanners. She then told me "well that is going to take longer". I asked again could I please go thru the shorter line as my flight was about to leave and was told no. She instructed me to wait where I could not see my items and I asked if I could stand where I could see them (which is what normally occurs during a pat down). She rudely told me where to stand. Then, because the line at the full body scanner was so long (which was my point in the first place), she began to move people thru the old fashioned machine. Now I asked her if I could go thru and she refused. I now have 10 minutes to get my flight and explained that to her again. She informed me that since I had already "opted out", she could not put me thru. The pat down officer arrived. At this point I was so stressed that I was shaking and in tears. This is not the way I planned to end my vacation.

8/2/2015 5:31:16 PM

This women was the rudest agent I have ever encountered. Again, her name is (b)(6) We are all in this together and she made me feel like an absolute criminal. Perhaps her role would be better served watching the machines and not dealing with people. Those agents that work the front line should be those with people skills and (b)(6) was certainly lacking in this area.

My flight was USAir533 from Los Cabos to Phoenix on August 1. I do not have (b)(6) name and badge, but I did speak with the TSA agent on hand and he looked thru the video surveillance to help me find her. (This was all accomplished because my flight was delayed, which no one knew during this security line. I ran to my gate and found it was delayed and then went back to report this woman.)

One final suggestion....perhaps those of us traveling internationally could have an automatic pre-check if our flights continue after clearing immigration. We have already gone thru security and sometimes the connections are close.

Thank you again for your service. As a frequent traveler, I appreciate what you all do and feel safer because of your agency.

Sincerely

8/3/2015 8:26:24 AM

Caller went through the screening checkpoint at DTW yesterday between 7:00pm and 7:15pm and when she came out of the scanner and the officer advised her that she needed to check the cuffs on her shorts and proceeded with a patdown screening. The officer kept telling her to spread her legs further and proceeded to touch the inside of her thighs and grabbed her crotch really hard and squeezed and tried to penetrate her with her fingers through her jeans. She is very upset and feels that she has been sexually assaulted by the officer at the screening checkpoint and is requesting that the CSM at DTW contact her back to let her know what is being done about this so the officer does not do this to anyone else. The agent that conducted the screening was an African American female about 5 2 or 5 4 with a bob hair cut.

8/3/2015 9:24:46 AM

Caller is at Boston Logan and is concerned about the way a patdown was performed. A TSO performed a patdown without informing the passenger what area of his body the patdown would be performed on. Caller spoke with a supervisor about the patdown that took place. He asked the supervisor what the patdown policys and procedures are, and asked if they are able to do a patdown without informing the passenger of the process. He was informed by the supervisor that He is not a lawyer and doesn t know that information . Caller wants to send a complaint to the airport about the way they do their patdowns.

Disability Description: Caller wears a brace and would like to file a complaint regarding her screening experience.

Incident Details: Caller wears a brace. She went through the AIT. The TSO who handled her screening was well mannered and standard. She allowed her to sit during the patdown since an alarm was generated. A STSO came over and was rude. She rudely and raising her voiced asked her What s in your pockets? . She yelled when she spoke to her the majority of the time. She was in a wheelchair when she arrived and transferred to a chair for a patdown and AIT screening. She had a bad experience obtaining a wheelchair due to a long wait but she recognizes that it is airline related. The brace was made of metal. The STSO said that if she buzzed, she wouldn t be allowed on a plane in a condescending way. She stated she felt discriminated against based on a disability, or like they failed to accommodate her.

8/3/2015 11:32:17 AM

Date and Time (departure time and arrival time): 8-2-15 @ 930 to 10 pm
Gate Terminal: Gate D60. She went in to the airport through Gate 1
Airport: MIA to CLE
Airline: AA
Flight Number: 3072
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: The STSO would not give a name. The STSO was about 5 7 or 5 8, black, very dark, about 165-175 lbs. and around 35. She went through Checkpoint 2, it was a Precheck lane and was between AA s domestic and priority line (somewhere in the middle). She suggested the TSA staff allow passengers to see their name on their badges.

8/3/2015 12:10:28 PM

According to the ACLU, TSA had agree to conduct training and monitor practices to prevent and address racially discriminatory hair pat downs at airports, but unfortunately Friday July 31, 2015 I was profiled and ask to have my hair searched at Denver's Airport (DIA). This also happen to a friend who wasn't aware of the profiling issues.

Could you give me more information or who to contact about Denver's TSA is continuing this practice?

(b)(6)

Submitted on Monday, August 3, 2015 - 10:14 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Alabama
Airport: ALABAMA - BHM - Birmingham-Shuttlesworth International
Date of Travel: Sat, 07/11/2015
Time of Travel: 5:30 am
Airline & Flight Number: United
Checkpoint / Area of Airport: Security screening area TSA Employee: Unknown name
==Complaints==
Complaint Feedback: Screening
Complaint: Female employee doing the pat-down was agitated right from the start giving me a disgusted look because I opted for the pat-down. I am a senior citizen 62 years of age. The way she man-handled me is unacceptable for a person of my age. It started with my hair being pulled as her gloved hand went deep into my hair. She was extremely rough as she ran her hands up and down my legs. To the point that my pants were coming down. I told her she was pulling my pants down. And she said she would give me a minute to pull them back up. Then as she continued using the same force on the front of my legs she made a couple sarcastic comments asking "Are your pants falling down again?" As she got to my breast area, she again was way too rough. I could write down a more vivid description of what she did but it was uncalled for. I am sure you can see it on the tapes. As a person ages, our bodies become more sensitive to pain due to things like arthritis and other disabilities. We should not have to tell the employee that we are older and our bodies are prone to certain discomforts/pain. This employee needs some diversity training on how to effectively deal with senior citizens.

8/3/2015 12:12:05 PM

Disability Description: Caller s girlfriend was in a wheelchair and bandages on her legs from a recent surgical procedure.

Incident Details: REASON for the call: His girlfriend was in a wheelchair and was not supposed to stand up. She was made to stand up from the wheelchair even after she advised that she was not supposed to per doctor s orders. She was screened via a patdown that took 20-35 minutes which resulted in her missing her flight. He is upset that other px went through standard screening. She was advised by a TSO that elderly px were permitted through standard screening because they were old. The caller found this rude.

8/3/2015 12:57:15 PM

He complained that he was unable to obtain a wheelchair attendant.

Date Time: 8 3 15 10:55am. She was at the checkpoint before this
Gate Terminal: NA
Airport: HOU
Airline: Southwest
Flight #:NA

Submitted on Monday, August 3, 2015 - 11:32 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? 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)
Best Time to Contact:
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

8/3/2015 2:03:00 PM

PO Box or Street Address: (b)(6)
City: Scottsdale
State: Arizona
Zip Code (Post Code): 85254
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: Sister
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Norfolk

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)

8/3/2015 2:03:04 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? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

8/3/2015 3:00:20 PM

Caller said when coming through the PDX security check point he opted out of the AIT and WTMD and the TSO that conducted his pat down seemed nervous and out of sort. When going up the callers right groin his hand was shoved up very forcefully and hurt the caller. He was near terminal E. He did not get a name or a badge number. The TSO had an accent and seemed to be around 50-55 years of age.

Reason for the call - Caller stated that the TSO that did his pat down was to rough.

Airport - PDX
Airline - United Airlines
Flight Numbers - UA549
Departure Times - The flight was scheduled to depart at 3:39 pm. It departed at approximately 6:15 pm.
Arrival Times - He went through the checkpoint at approximately 5:45 pm.
Date And Time of Incident - 8 02 2015
Baggage Tag Numbers - NA
Description Of Luggage

8/3/2015 4:03:51 PM

Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - E1
Terminal - Does not know
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved (b)(6)
Special Notes - He opted out of the AIT and requested a patdown. He stated that the TSO seemed uneasy and was fumbling with his gloves and stuff. He pushed on his chest very hard. He jammed his right hand into his crotch. He is still sore. He asked the TSO if they were checking genitalia now and was told yes. He did not get the name of the TSO. The TSO had reddish blonde hair and he was in his late 40 s or mid 50 s. He had a some type of accent. He was traveling alone. He wanted to know if a third person can be present when he gets a patdown. He wants to be contacted by the CSM. He asked for the name and the number for the CSM.
Submitted on Monday, August 3, 2015 - 14:56 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Montana
Airport: MONTANA - BZN - Gallatin Field
Date of Travel: Tue, 07/28/2015
Time of Travel: 5:00 am
Airline & Flight Number: DL1203
Checkpoint / Area of Airport: TSA Pre-Check TSA Employee (b)(6)
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- TSA Pre?™

8/3/2015 4:04:16 PM

Complaint: I have traveled several times a month for the past 8 months with breast milk. I am a lactating mother who travels for work and have become very experienced at this. However, I have never felt more humiliated and treated like a criminal than my last trip. I went through security with my infant daughter. I expected extra screening as I had approximately 20 ounces of breast milk in storage bags with me. What came next was not only completely absurd, it was also completely uncalled for. There were two agents who were trying to use the machine to do the extra screening. One appeared to be a trainee. They saw that it was breast milk and asked (b)(6) to come over. He said that they couldn't test milk in plastic bags and that I would need to move the milk to a different container or they would have to open the bags up and test each one. He said the machine could test hard plastic but not soft plastic. This is completely false. Every other airport that I have been in for the last 8 months has been able to screen my milk without transferring it to another container and contaminating it. He said otherwise that I would need to get extra screening. I have had extra screening before

Submitted on Monday, August 3, 2015 - 17:55 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: Mon, 08/03/2015
Time of Travel: 12:00 pm
Airline & Flight Number: Delta 1862
Checkpoint / Area of Airport: South Terminal TSA Employee: Black guy, heavyset

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

8/3/2015 7:07:08 PM

The gentleman is a heavyset black guy with a beard. He was working at the South terminal on this morning (Aug. 3rd). My flight was at 1:55 and I probably came through security around noon.

He was extremely UNPROFESSIONAL. He was yelling to customers to take off everything metal and I mean everything. He went on to say that contrary to popular belief the TSA here at the ATL airport do not wish to pat you down. He continued stating he would have to pat you down with his blue gloves and he would be as forceful with the pat down as he was as he was talking to us.

His behavior was beyond ridiculous !! Someone must have complained because a female supervisor did come out and address him. She did not have on a traditional uniform. She had on a nice professional outfit with pants.

This employee needs to be at minimum counseled for his behavior, possibly terminated. He is a poor reflection on your agency.

Submitted on Monday, August 3, 2015 - 16:38 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 : 1:00 pm - 3:00 pm
Day of the week:
- Monday
- Friday
PO Box or Street Address: (b)(6)
City: troy
State: Ohio
Zip Code (Post Code): 45373
Other: United States
Email: (b)(6)

8/3/2015
7:08:01
PM

==Incident Information==
When did this happen? Thu, 07\30\2015
Where did this happen? FLORIDA - FLL - Ft. Lauderdale-Hollywood International
What happened?
During a recent visit to Fort Lauderdale I flew back on Southwest Airline on July 30, 2015. The flight departure was 3:40pm to Columbus,OH. I was travelling alone and entered the security check point at around 2:00pm. Due to being 8 months pregnant I chose to opt out of the detectors as I have many other times throughout my pregnancy while travelling. Every other time I had

On August 3rd, at 0711, while traveling through Mccarran international Airport, Las Vegas, Nevada, Inappropriate comments were made by a TSA Employee. I was approached/contacted in the TSA Security screening area I was waved into the electronic scanner. Upon exiting the scanner I stepped to the left and a TSA employee, later identified as (b)(6) looked me up and down, leaned in towards me and said, "I don't want to sound like you mama, but you need to pull up your damn pants! I was shocked to say the least. I was caught off guard and embarrassed by the comment. I responded by saying my shorts are up, I'm not a child or a thug and I don't appreciate being talked to that way. TSA Officer (b)(6) then said I need you to go back through the scanner. He motioned for me to return into the scanner, which I did. After being scanned a second time I exited the scanning area and (b)(6) said now I'm gonna have to pat down your upper left shoulder area. I was very upset and there was a female TSA Agent present.

My name is (b)(6) and I am a 42 year old African American male. The comments were baseless and were made as a direct result of me being African American. I was wearing black shorts custom "Air Jordan shorts, a white Banana Republic T-shirt and socks.

I then stepped aside and got my shoes back on and went directly to the supervisors booth behind the security screening area. I made contact with a male in a shirt, jacket and tie, later identified as (b)(6) I explained to him what happened and the man smiled as if it were funny. I demanded the TSA Officer's name and (b)(6) said, I'm not going to give you that. I asked him for his supervisors name and he said I can't give you that either, but he did give me his card and explained that I could fill out a complaint form their on scene. I explained to (b)(6) that the entire incident is on camera and that I would like for him to review it to see how I was rechecked/searched after the inappropriate comments were made to show me that the TSA officer who made the inappropriate comments was in control of me and my movements.

8/3/2015 8:41:47 PM

It should be noted that I contacted a female supervisor on scene and she too refused to give me (b)(6) supervisors contact information. I had to go to the law enforcement stand on the back wall where I asked the police officer for a supervisor. The officer contacted (b)(6) who identified himself as the TSA Screening Manager and gave me a contact TSA card and explained in detail how to handle this issue. He was very professional and helpful. He did not attempt to discourage or discount my concerns.

I would like someone to review the video of the incident and respond to my concerns. I'm pretty sure the comments combined with the search were a violation of my civil rights. I look forward to working with you to resolve this issue.

Sent from my iPad

8/3/2015 9:16:23 PM

Complaint:
She had surgery on her ankle so she has to wear a boot.
She had to have a patdown on her departing flight because she could not go through the imaging technology.
On the flight back she decided that she did not want to be degraded by a patdown again so she forced herself to walk through the metal detector.
She had to have her scooter and boot tested for explosives and something came out positive and she had to receive another patdown.
She did not appreciate the way the patdown went and she felt that it was degrading, she received this from a supervisor who insisted she would do it.

She gave me the name: STSO (b)(6) although he was not the one who conducted the patdown.

8/3/2015 9:32:25 PM

Date Time: 8 2 2015 @ 2:45 PM
Gate Terminal: Terminal 2 CP1
Airport: MSP
Airline: Southwest
Flight #: 4062
I just went through security at Denver International Airport. I requested to opt out of advanced imaging and receive a pat down instead. The female agent refused and said I could not exercise that right since I was not 75 years old. I was certain this was incorrect but nevertheless chose not to argue with someone so certain of something so wrong. I surely hope this is not a pattern of behavior at DIA and beyond.
(b)(6)

8/4/2015 8:28:45 AM

Hi, I just wanted to share my expirence that I had at PDX. I didn't know much about the AIT scanning that you guys now have through security and I was informed that if I didn't want to do it I could opt out and receive a metal detector and pat down.
When I approached the front of the line there was the AIT scanner and the metal detector to walk through.
Now when I tried to stay in the line to go through the metal detector I was asked to move to the AIT scanner.
I asked the gentleman if I could choose to stay in the metal detector line to which he replied with "No you can't, but that's a great question." Now I wanted to make sure I was informed properly so I came to your website to see if, in fact, it is my right to opt of of it if I chose to.
So I guess my question is if that is something I am able to do why do you have employees blatantly tell me that I cannot? Not to mention talking down to me like I am a child when I am a 24 year old woman asking a simple question.
If you allow people to opt of the AIT scanning you might want to let your employees know that. I don't appreciate being treated like an idiot when what I was doing was completely within my rights.

Caller had a bad experience at Seattle with TSA. Her hands were swabbed and she was okay with that. She was told to go to the area where she had to put her hands on top of her head and take off her sweat shirt, then put her eye glasses on. It was all fine till she stepped off and the women wanted to give her a pat down and told her to go to a private area. She was wearing a money belt under her shirt so the agent told her that she would have to come with her and get undressed. The caller told her no that she would remove the money belt at the checkpoint and did not want to go to a private area. The agent was about 5 4 tall, she was fair skinned, with blond hair and she was shaking from head to toe, maybe she had a medical condition. She did not get her name. The caller then told her no that she would take off the money belt. Caller stated she wasn t wearing a bra due to medical reasons. She then tried to remove the money bag and it was a struggle and the strap on the bag was broken during the process of taking it off. The agent swabbed her hands again and she swabbed her credit cards and other cards and money that was in the money bag. Due to the fact she did not have a bra on and she did not go to a private room her right breast was exposed for a moment. She had medications in a pill box that was in her pocket and the agent ask her what it was. The agent did not open the pill box but the caller did and the agent did not swab this and the caller said she should have. She says she feels the agent allowed many people to go through with dope on the plane as she was screening the caller. She says the men agents were fine. She feels the agent should not working at the airport as an agent.

The agent saying she would have to lift her shirt horrified her.

8/4/2015 9:07:42 AM

CSM RFI----Mishandling RFI
REASON for the call: Bad screening experience
Date Time: 07-31-15 about 1:15 pm
Gate Terminal: Gate S
Airport:
Airline: Delta
Flight #: 1056
Bag tag # (10 digit):

Submitted on Tuesday, August 4, 2015 - 08:28 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Montana
Airport: MONTANA - BIL - Billings Logan
Date of Travel: Mon, 08/08/2016
Time of Travel: 6:00 am
Airline & Flight Number: UA4994
Checkpoint / Area of Airport: First checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Other
- TSA Pre?™

8/4/2015 10:05:57 AM

Complaint: I have a pre check travelers known ID (b)(6) This is the second incident that I travel to billings MT and was selected for pat down, last time was last year. I checked in at United counter and informed the ticket agent that I have a travelers known address. She wasn't able to print pre check on my boarding pass for some stupid reason. Because of that I have to go to the regular line. I let the TSA employee know that I have a travelers known I'd and I should be in the pre check line. Of course they are drones, they don't know what to do so I have to go through the rigorous theatrics of taking my shoes laptop and getting past down. It down to me, what the hell did I paid for a pre check if I still have to go through all of this things. I travel a lot and TSA is not making it easy for me to go do my business without interruption. I had been traveling with my known travelers I'd for a while now and it's is very irritating that it becomes useless in small city. Fix this dam idiocracy!

Would you like a response? Yes, I would like a response.

Submitted on Tuesday, August 4, 2015 - 10:48 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: Sun, 08/02/2015
Time of Travel: 7:25 pm
Airline & Flight Number: American Airlines #232 Checkpoint / Area of Airport: TSA security (x-ray) checkpoint nearest American Airlines ticket counters TSA Employee: not known; African American gentleman
==Complaints==

8/4/2015 12:10:05 PM

Complaint Feedback: Permitted Items
Complaint:
When passing through the x-ray machine, my baggage was flagged for needing a manual check - it included a diaper bag. I understand that there are items in my diaper bag not permitted for passengers without an infant/toddler, so expected this additional screening. However, upon inspection of my bag, the officer was a bit stern and confiscated an item I believe to be permissible.

At the beginning of the inspection, the officer sternly stated that during the inspection I am not permitted to reach across the table; I had not done so, and felt this was a bit inflammatory.

Upon investigation of three "squeeze pack" packages of food for my toddler, he said that the package was more than the allotted 3.4 ounces, so "you will have to have a full-body pat-down, okay?" It is my understanding that baby/toddler food is exempt from the 3.4-ounce rule. I refused the full-body pat-down (in my opinion, absolutely unnecessary and inappropriate response to a baby food package slightly over the 3.4-oz limit [4.23 oz]), and said that I would rather surrender the food package.

Submitted on Tuesday, August 4, 2015 - 11:31 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 : 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

8/4/2015 12:10:27 PM

PO Box or Street Address: (b)(6)
City: Valencia
State: California
Zip Code (Post Code): 91355
Other:
Email: (b)(6)

==Incident Information==
When did this happen? Sun, 08\02\2015
Where did this happen? ARIZONA - PHX - Phoenix Sky Harbor International
What happened? I was traveling with one other individual, going from Phoenix Sky Harbor back to Burbank, CA. We were on Southwest flight #4559, departing at 8:20pm PDT. We went through security at approximately 7:20pm at Terminal 4, C gates. After I went

8/4/2015 4:04:26 PM

The caller is applying for TSA Pre Check. She has had a knee replacement in the past and would like to know if she can be exempt from screening when she gets TSA Pre Check so that she does not have to go through additional screening? She also would like to know why she is not able to collect her belongings while she is waiting on a patdown? She asked if there were any alternative screenings other than going through the AIT if you have a knee replacement?

8/4/2015 5:53:35 PM

Caller state that she went through screening at Fort Lauderdale and when she requested a pat down instead of going through the machine they refused. She was made to go though the AIT and she is pregnant. Her doctor told her not to go though this device for medical conditions. When she went to San Diego to come back home the officer allowed the pat down and let her know that she does have the right to opt out of the screening with machines. She just wants to let someone know this has happened and she is upset about it.
Date Time: 7 29 2015 5:00 AM
Gate Terminal: N A
Airport: Ft Lauderdale
Airline: Southwest
Flight #: 927

Submitted on Tuesday, August 4, 2015 - 17:32 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Arizona
Airport: ARIZONA - PHX - Phoenix Sky Harbor International
Date of Travel: Tue, 07/28/2015
Time of Travel: 11:00 am
Airline & Flight Number: Southwest
Checkpoint / Area of Airport: Gate D Terminal 4 TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint:

8/4/2015 6:14:38 PM

I declined to go through the x-ray machine and had a pat down. During the screening I noticed that the female agent had an oozing/open cold sore/herpes. When I noticed it she had already screened my back side, having touched my hair, collar, bare arms, waist band, legs, socks, you name it.

Because herpes is so contagious, I don't believe that people having an active outbreak should be in contact with the public. So after the screening I stopped at the TSA desk to talk to a manager.

The manager wasn't very sympathetic to my concerns. He said that the infected agent was wearing gloves and that I was protected. But to that I said she could have easily touched her mouth after putting on the gloves and thereby spread the virus. (How many times throughout the day do we touch our face, mouth, nose, eyes, etc., without even thinking about it.) One of the men at the desk seemed to be responsive and nod in agreement with my concerns.

Submitted on Tuesday, August 4, 2015 - 17:06 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Mon, 08/03/2015
Time of Travel: 6:55 am
Airline & Flight Number: N/A
Checkpoint / Area of Airport: Bridge Security TSA Employee: Uknown

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

8/4/2015 6:14:43 PM

I am an employee of DIA. I have worked at DIA long enough to know the rules for security. I have always been treated well until yesterday on Monday Aug 3 at 6:55 am. I went thru screening as usual. They had to do a bag check on me. Fine. I understand. But what I do not (or anyone else) should have to put up with is abuse of power. I asked if I could call my store to let them know I would be late due to bag (purse) check. I was told, in a loud raised voice, that I needed to have a seat and wait and I could not call them. I stated that I am an employee. Didn't matter. This man, whose name and badge i did not get, was VERY VERY RUDE AND LOUD. So loud that caused people to look and stare. Yes. I am an employee of DIA but if I was treated this way how are the travelers being treated? With respect?! I sat for approx 3-4 min. No one came to me, talked to me. I got up and asked another TSA agent if anyone knows where my bag is or if it has been checked yet. They had to ask 3 people where my bag was at. ..Apparently they "forgot" about my bag.

Two other incidents that occurred against two employees of mine

Submitted on Tuesday, August 4, 2015 - 19:08 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Louisiana
Airport: LOUISIANA - MSY - Louis Armstrong New Orleans International
Date of Travel: Tue, 08/04/2015
Time of Travel: 5:15 pm
Airline & Flight Number: DL811
Checkpoint / Area of Airport: Main
TSA Employee: Calliet

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

8/4/2015 8:09:11 PM

Complaint:

Allow me to preface this with the fact that I've had at least 50 round trips in the last 6 years.

I've always opted for a pat down. In nearly 100 such situations I've never felt compelled to complain.

After waiting for the agent to move me and my belongings for a pat down, i stated politely "please do not set the other bin on my laptop as it is very old. " i was rudely told to "not tell me how to stack things. " fortunately he crossed one bin over the other.

I always make this request. If something cracks or goes wrong, that's bad. Coincidentally one time i did not make this request and the agent stacked the bin on my laptop. The thing is rather fragile and my replacement arrived after i left town.

Transportation Security Administration,

I'd like to file a complaint for what I believe was an abuse of authority by the TSA as supervised by (b)(6)

I asked to be let through the metal detector, which has always been an accepted option. I was told I only had two options: the scanner, which they assured me had safe radiation levels and no "images", or a pat down. I asked the reason I would need a pat down and no reason was ever given. I asked for a police officer to be present for any pat down. He refused my request several times. Soon a Delta official (who refused to give me his name) told me I was to go through the scanner or not travel (one option). This forced to go through the scanner which (of course) necessitated a pat down because of suspicious underwire in my bra. During the pat down the TSA agent told me she'd need to get her gloves (twice) for more intrusive checking. Somehow my refusal worked this time.

8/4/2015 10:04:00 PM

The war on terror has me terrified alright. I hope I can have some assurance that my civil rights will be respected when I visit my new granddaughter in New Jersey few weeks!

Thank you,

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

Delta flight DL1557, Salt Lake City airport, 8/2/15

Submitted on Wednesday, August 5, 2015 - 01:22 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: Idaho
Airport: IDAHO - BOI - Boise Air Terminal/Gowen Field
Date of Travel: Tue, 08/04/2015
Time of Travel: 5:25 am
Airline & Flight Number: DELTA
Checkpoint / Area of Airport: Security
TSA Employee:
==Complaints==
Complaint Feedback: Other
Complaint:
Though I fly many times a year, today was the second time I've had a "thorough" pat down at an airport. The only other time was at the same airport: Boise.
My daughters (14 and 13) and I were the first passengers in line at 4:10 AM, and the gate didn't open until 4:26. The woman said to come forward and when my girls and I walked forward she rudely said "I said one PERSON!" I told her these are my kids and we're traveling together and she kept up her attitude saying "Are they under 12. well then..." This interaction at 4:26 in the morning made me frustrated, but that was just the beginning. My kids walked through the scanner and then I did. The woman said I needed to get my hands checked because they saw something on me. I was wearing no underwires in my bra, a pair of Spanx bike shorts under a tightly fitting cotton tank dress and a tight t-shirt -- it was clear there were no extra bulges or places I'd be hiding anything anywhere. I don't think anything cotton and lycra would have triggered the machine. She wiped my hands and said I was positive for some substance then another woman came up and began talking to me like I was a prisoner...guilty of

8/5/2015
9:05:45
AM

CSM RFI-----Mishandling RFI

REASON for the call:
Caller flew yesterday from SLC to TPA and had a liquor in a box in his suitcase and TSA had opened the boxes and had put the bottles back inside but had not put the Styrofoam back inside.
He confirmed the bottles themselves were not opened and that nothing was damaged but could have been.
Date Time: 8-4-15 Departing at 8:40 AM He was at the checkpoint at 7:00 AM
Gate Terminal: Does not recall
Airport: SLC
Airline: Southwest
Flight #:2255
Bag tag # (10digit): Does not have.
Bag Description: Delsey large pink bag, He said that is Pepto Bismol Pink.
Missing Damaged item description: Nothing damaged but TSA had opened the boxes on his liquor and had put the bottles back inside but had not put the Styrofoam back inside
8/5/2015 9:07:55 AM NOI: Yes Nothing written or stamped on it.

****

CSM RFI-----Rude Screener

REASON for the call:
He has defibulator and from the time he asked for a Patdown to the time it was completed it was 22 minutes.
Caller stated 5-6 minutes should be standard to get a TSO to give you the Patdown.
He said he also did not like it that the TSO argued with him after he showed his Medtronics card and said anyone can go through the machines. The many was rude and said he did not know what that card was. He does not know his name but he was a large black man.
Caller also said that usually he is treated well when he asks for a Patdown except for this incident.

Date Time: 8-4-15 Departing at 8:40 AM He was at the checkpoint at 7:00 AM

Gate Terminal:Does not recall
Caller wants the address for TSA CEO (b)(6) Caller asked who is the head of the TSA? Caller is going to send a letter about an incident at the Buffalo International Airport. Caller stated he will be sending a 5 page letter and contacting his state senator, (b)(6) as well as contacting the Civil Liberties Union. Caller stated that while he was on vacation he went through the TSA checkpoint at the Buffalo International Airport. When he went through the screening technology the TSO informed him there was an anomaly. Caller was directed over to undergo a patdown, which he was fine with. During the patdown the TSO began to pull (b)(6) pant legs over his socks. Then the TSO proceeded to pull (b)(6) pants down past his knees, as well as his underwear. (b)(6) stated he was at that point standing in the middle of the screening area with his genitals out for everyone to see. Caller stated that he immediately protested the treatment and asked for a supervisor. When the supervisor and other TSO s arrived he was already pulling his pants back up. He told them he wanted to file a complaint on the TSO. Before they would hear his complaint the other TSO s informed him he would have to finish being patted down. Caller stated that the supervisor went and reviewed the tape of the incident and told him that they would have a conference with the TSO involved and they would use the tape for training purposes so nothing like this would ever happen again. Caller informed them that he did not want them to use that tape for training purposes because he doesn t want his genitals on display for everyone to see. Caller stated he would be contacting Sixty Minutes or Bill O reily if TSA does not do something about this incident (b)(6) asked what my role in this would be? Caller once again stated that he should not have to stand in the middle of the Buffalo Airport with his genitals out. Caller asked, What is a TSO? Caller also asked if a TSO works for
8/5/2015 10:26:39 AM TSA? Caller was wanting to make sure he has all the facts straight and that the right persons are held responsible for the incident. Caller stated that the supervisor refused to follow up with him about the incident.

Date: 7-24-15
Time: 2:30pm
Airport: Buffalo International
Airline: American Airlines
Gate: 8 or 9 He cant remember for sure.
TSO (b)(6)
Supervisor TSO: (b)(6)

8/5/2015 12:17:19 PM

Feedback Type : Security Issue
Categories : Pat-down; Miscellaneous/Other Current Date/Time : 8/5/2015 11:50:28 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/05/2015 11:30 AM Airline & Flight Number : delta flight 423 Checkpoint/Area of Airport : Where they screen carry ons TSA Employee: (If Known) :
Comment : My bag was pulled for further testing. After they wiped it down and put the little white clothe through the machine a code came up that they didn't know how to read. He told me he didn't know what the code meant so he had to body search me. He said maybe the machine was dirty or something. He didn't know. This is bad security. The officers need to know how to read the codes and the machines need to be clean. What's the point of wiping stuff down if they don't know how to read the codes.
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

8/5/2015 12:17:38 PM

Submitted on Wednesday, August 5, 2015 - 11:06 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Mon, 08/03/2015
Time of Travel: 9:00 am
Airline & Flight Number: DL 1216
Checkpoint / Area of Airport: East Terminal checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Screening
- TSA Pre?™
Complaint: I am a Department of Defense civilian who gets TSA Pre while traveling on orders. I asked to have a sensitive piece of electronics hand screened, as I have on many other occasions. I was then told that I would need additional screening due to this request. My backpack was emptied, all my equipment was swiped and required to be turned on, I was made to remove my belt and shoes, and given a complete pat-down screening. This despite going through the millimeter wave scanner as I was "randomly" selected in the TSA Pre line. I have NEVER had this treatment before despite flying with this equipment approximately 15 times this year alone. 2 agents wasted 10 minutes on this endeavor. Their supervisor claimed that this is required anytime a hand check is requested. Is this procedure, or just a method to discourage hand screening requests?

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)

Submitted on Wednesday, August 5, 2015 - 11:19 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: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Decatur
State: Arkansas
Zip Code (Post Code): 72722
Other:
Email: (b)(6)

8/5/2015 12:17:52 PM

==Incident Information==
When did this happen? Wed, 07\29\2015
Where did this happen? ARKANSAS - XNA - Northwest Arkansas Regional
What happened?
7\29 @ 5:30 am - American Airlines. The female TSA agent groped my breasts and thighs. I weigh 120 pounds and had on shorts, a necklace and a tee shirt. For some reason when I passed through the x-ray machine I had red spots on my knees, and one on my stomach\under my breasts (duh - necklace?).

Like an octopus reminding me of my teenage years of dating, this agent was suddenly groping my thighs, and then she kept running her hands across my ribcage and lower breasts. Surely if I was hiding something under my lightweight summer clothes it would

Submitted on Wednesday, August 5, 2015 - 12:36 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Thu, 07/23/2015
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- Other
- Professionalism/Customer Service

8/5/2015 2:19:21 PM

Complaint:
I have been through TSA and on 8 flights during my pregnancy. It has been recommended that I not go through the scanners during my pregnancy. Without fail after I request to opt out and get a pat down, I am then forced to stand there while they yell for a female assist. I then stand there waiting and waiting for someone to show up and get me out of the tiny space I am shoved into to try and get out of the line. Meanwhile, all of my government documents, wallet, plane ticket and personal items are on the belt for anyone to help themselves. I continue to wait and wait while every women on staff(not many) scurries away while the person at the checkpoint yells "female assist" After a while, I then have to beg them to get someone and a manager has to show up and drag a woman out to pat me down.

While I am waiting woman after woman with an infant a few months older than the one I am carrying are ushered through the metal

The caller thinks that because she has scoliosis it alarms the imaging technology every single time causing her to have to have a patdown. She is a 66 year old rape victim and she feels that this is very traumatizing and wants to know how she will be able to keep this from happening.

Caller stated that she appreciates me reading from the script but she would rather speak to someone else.

8/5/2015 3:50:41 PM

(b)(Notes:

Caller states that she has been raped and she has scoliosis. Caller states that she goes through the screening and the screening mechanism alarms. Caller states that when the alarm takes place she is patted down. Caller states that the TSO insisted that she be patted down. Caller is wanting to know if there is any way that she can avoid the pat down. Caller also wanted to make us aware that we were all stupid and that we were unable to think for ourselves. Caller also stated that she is not disabled but she is going to call the Americans with Disabilities people.

The caller has an artificial hip and was going through the PreCheck lane at DEN. He let the female TSO at the beginning of the line know about the implant and then went through WTMD. The detector alarmed and the TSO at the detector told him to go back through again. The passenger told the TSO about the implant and the TSO got upset and started raising his voice at the passenger about being in that line. The TSO told him he would have to conduct a patdown and asked the passenger if he was sensitive to touch. The passenger told him that he did not know because he had never been touched by a man. The TSO repeated his question and the passenger repeated his answer. The passenger claims that the TSO took a very long time to do the patdown and additional screening, then finally let him through the checkpoint. This took place on 7-21-14 and the caller filled out a written complaint and turned into the TSA in San Diego on 8-7-14. He has still not heard anything and wanted to know why he had never been contacted about the rude treatment. He requested to be contacted.

8/5/2015 6:08:13 PM

Date: 7-21-14
Time: 9:30AM
Airport: DEN
Terminal: A
Airline: Frontier
Flight: F90551
TSO Description: Male, Middle Aged, 6 ft, with curly hair.

8/5/2015 6:09:46 PM

Hi.
I was at newark airport yesterday (4 aug 2015) evening taking my 13 year old nephew to the gate to go back home to oklahoma.
I have knee braces that I have to wear all the time.
Previously on July 14th in the morning I had asked to leave the braces on and submitted to the machine and extra patdown without incident at Newark airport.
But on August 4th, the TSA agent required me to remove braces and while I was trying to ask for the extra patdown so I could leave them on he interrupted me and would not even give me the chance for the extra patdown and called for port authority.
After he called for port authority I got so upset that I just wanted to get out of there to calm down and took them off.
I have a medical need for those braces prescribed to me by the Veterans Administration Orthopedic doctor and they are a big pain to get on and off.
I would like to know what to do to file a formal complatin against the TSA agent.
Any help would be grateful.

Thanks,
(b)(6)

8/5/2015 6:09:54 PM

To whom it may concern:

The TSA process took over 45 minutes, requiring several pat downs, a bag check, and the confiscation of my keychain. The staff was both unfriendly and unhelpful. I flew into Denver with my keychain in my carry-on without incident, but it was somehow determined that it needed to be confiscated on my return trip. The keychain is expensive and I expect to be compensated for it. Due to the amount of time the security process took, I would have missed my flight if I had gone back out to attempt to mail the keychain or place it into my checked bag. I also did not see the keychain disposed of. What process do you have in place to ensure TSA employees do not keep confiscated items for themselves?

Thank you for your time and attention to this matter,

(b)(6)

8/6/2015 8:26:45 AM

Submitted on Thursday, August 6, 2015 - 06:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: District of Columbia
Airport: VIRGINIA - DCA - Washington Reagan National
Date of Travel: Wed, 08/05/2015
Time of Travel: 6:00 am
Airline & Flight Number:
Checkpoint / Area of Airport: Terminal A TSA Employee: Quarels
==Complaints==
Complaint Feedback: Screening
Complaint: I revived a pat down by (b)(6) which was an aggressive push down. I've received dozens of pat downs not one did I feel like someone was being physically aggressive with me. (b)(6) was pressing so hard against my skin that I was unable to hold my balance to which she hostilely informed me to stand still to which I responded that I was trying to. She was rough and hostile and uncaring that she was running her hands all over another human being.

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Email Address: (b)(6)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2289/submission/26743

Submitted on Thursday, August 6, 2015 - 09:14 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: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address (b)(6)
City: Tamarac
State: Florida
Zip Code (Post Code): 33321
Other:
Email:

8/6/2015
10:08:34
AM

==Incident Information==
When did this happen? Wed, 08\05\2015
Where did this happen? FLORIDA - TPA - Tampa International
What happened?
My bag contained liquid face soap over 3oz, it was taken which I agreed that was the rule. He continued to search my bag and he saw a flat iron and two cell phone charges in examining my bag. He tested the bag and called out loud alarm alarm pat down pat down, without explaining to me what was happening. I waited for other security, to say you need a pat Down. I already went through a type scanner where you put your hands up etc. I past pat Down , and my bag was returned with no explanation as to what caused the alarm. After said and done I asked the supervisor to tell me so I know for my next flight. He said he doesn t know. All this stress , high blood pressure could have been avoided.

Case (b)(6)

Dear Customer Relations Official:

We received the attached complaint in our office. Because it involves a security issue, I have instructed (b)(6) to file with the TSA. However, as we do with all the complaints our office receives, I am forwarding to you for your review and response to the complainant with regards to the TSA staff in MDW.

Thank you for your assistance, and please contact me with any questions.

(b)(6)
US Department of Transportation

Case Number (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
8/6/2015 12:05:23 PM (b)(6) Chicago IL 60625 (b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
FB1920 SOUTHWEST AIRLINES 04\16\2015
Description of Problem\Inquiry
Please see the attached referral from The office of the AG - State of Illinois
Complaint Code Carrier Name Flight Date Flight Itinerary
GA1920 TSA 04\16\2015
Description of Problem\Inquiry
Please see the attached referral from The office of the AG - State of Illinois

Attachment:

(b)(6)

Federal Aviation Administration
The caller is flying out of DTW today and had to wait 30 mins to get a patdown. She is very upset about this incident.

8/6/2015 12:48:57 PM
Date and time of incident: 08 06 2015 12:10pm
Airport of incident: DTW
Airline name: Delta
Flight number: DL6233
People invovled in incident: Supervisor (b)(6) and she spoke to a TSO named (b)(6) who was nice and trying to find someone to do the patdown.
Description of incident: She had to wait 30 minutes to receive a patdown

Submitted on Thursday, August 6, 2015 - 12:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - AUS - Austin-Bergstrom International
Date of Travel: Tue, 08/06/2013
Time of Travel: 10:45 am
Airline & Flight Number: American Airlines 1561 Checkpoint / Area of Airport: Gates 1-12 TSA Employee: White Male, tall, large build, short light hair, maybe bald
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint:

8/6/2015 2:03:40 PM

After completing my full body scan, I went to grab my bags. The man standing and completing full body pat downs saw me, and told me that I should be smiling. Offended, I furrowed my brow and said excuse me? And he continued and said, look at your face, you should be smiling, you are traveling and should be happy. He then consulted other men who had been before or after me in line. Horrified I walked to the far end of the belt to gather and repack my items.

While this is minor, it exposes this individual's entitlement and misogyny. I doubt this is the first or last time he will exercise his false sense of power. He would not tell a man to smile, yet he believes that he has the right to tell a woman, who is minding her own business, that her face is not pleasing to him.

I hope that this issue is brought to his attention. While I doubt this comment came from a malicious place, this individual should be brought up to date with modern social conventions.

Would you like a response? Yes, I would like a response.
Reason for the call - The caller got a patdown after she had already been screened and she was on her way back to her wheelchair.

Airport - SHV
Airline - American Airlines
Flight Numbers - 2635
Departure Times - 6:30 am
Arrival Times - She went through the checkpoint at 6:30 am.
Date And Time of Incident - 7\27\2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA

8/6/2015 3:11:09 PM

Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - Does not know
Terminal - Does not know
Phone Number - (b)(6)
Email - Not Provided
Name Of Actual Person Involved - (b)(6)
Special Notes - Caller was in a wheelchair. She went through the checkpoint and was cleared. She was on her way back to her wheelchair when she was told that they would need to do further testing on her. She said that a lady went though her purse. The TSO put on some gloves and performed a patdown. She said that she was traumatized and she feels like she was taken advantage of. She is 76 years old. She does not have an email address. Caller said that her flight was at 6:30 am and she went through the checkpoint at 6:30 am. She wants the CSM to contact her.

Initially I decided not to give any more time to this unpleasantness by writing you, but this morning, three days later, my cardiologist urged me to write. He thinks that if you know, you might try to reduce the chance of other patients undergoing the same abuse. I hope so.

My Uber driver got me to the Newark Airport (EWR) at 4:18a on Monday, August 3.

I had a full hour before my flight (UA771) which was scheduled to depart at 5:20a. Only one other passenger was at my security check in Terminal C (nearest the corridor for gates 100+; I had to use the next corridor south of that one to reach my departure).

I use a walker and explained that I also have a pace maker. I fly fairly frequently and thought I knew the routine. I am glad that the country asks us all to endure a bit of inconvenience to increase the safety of everyone.

8/6/2015 4:00:57 PM

When I entered the scanning machine a TSA employee ordered me to raise my arms. I dutifully did so as high as I am physically able. An injury in my right shoulder prevents my lifting the right arm high as I can lift the left. Here's a selfie I took just now to show you the best I can do with each arm:

The TSA employee ordered me to be patted down, which I had expected. I always comply willingly.

It took the next TSA official almost 5 minutes to arrive for the pat down. I was surprised when he said that I would have to remove my shoes. I pointed out that I am 78.

"Do you think 78 means you don't have to obey the law?!" he said angrily, not as someone trying to help an obviously disabled old man. I asked about TSA policy towards those 75 and older. He answered only by repeating, "Do you think 78 means you don't have to obey the law?!"

There was no visible place for me to sit down, nor did he suggest a place. I had double-knotted my shoes for my safety, to assure they would not come undone, but I cannot bend to reach them without sitting down. My hands are feeble and it takes several minutes to unknot them, especially when stared down by angry officials.

I am not able to show you photographs of the scene or what the TSA staff and I looked like at the time because my camera was in my small carry-on bag, which at that time sat vulnerable to hundreds passing through the same baggage check. Any one could easily have taken the bag without detection. It's only 14" long, 8" wide and 8" high:

Submitted on Thursday, August 6, 2015 - 15:04 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - TPA - Tampa International
Date of Travel: Thu, 08/06/2015
Time of Travel: 2:30 pm
Airline & Flight Number: Southwest 620
Checkpoint / Area of Airport: c terminal TSA Employee:

==Complaints==

Complaint Feedback: Screening

8/6/2015 4:01:31 PM

Complaint: I have been "randomly selected" several times at this airport for additional screening. I have a appointment in the morning for a dermatologist to look at an atypical mark on my skin that I fear is melanoma caused by this treatment. No melanoma in my family. Online warms of groupers and delays for pat down requests. I went though TSA screening - and paid the fee - in an attempt to avoid delays and radiation. Why are you targeting me?

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2289/submission/26779

Caller is traveling with a breast pump and frozen breast milk and every time she flies out of Atlanta Hartsfield she goes thorough the AIT machine and then she is made to have a patdown. And she has had to do multiple patdowns just for one flight. She never gets consistent screening when traveling with Breast Milk and Breast pump.

8/6/2015 4:59:08 PM

Airline: Delta
Date : Aug. 3 5:30 PM
Terminal: South Terminal

Disability Description: The caller has breast cancer.

Cell phone number: (b)(6)

Incident Details: The caller flew from Oakland to Las Vegas and then from Vegas to Oakland on SW.

She says the TSOs in Las Vegas were horrible to her. She has breast cancer. She wants to know if it is possible to give her travel information and a picture of herself for someone to roll the tape and see of how horrid her experience with TSA was.

She went through the AIT machine and the machine showed the area that she needed a pat down which was her breasts and ribcage. Instead of being offered and receiving a private screening, the TSO gave her a pat down on her breasts in front of everyone, humiliating her. They asked her in front of everyone why she didn t have reconstruction surgery and what the bone that was sticking out of her chest was. They rescanned her over and over and over again. She was very embarrassed and she has prematurely aged so everyone was staring at her.

8/6/2015 6:02:57 PM

She also claims that the TSO hurt her. The caller is mortified over this. She was still in pain this morning when she woke up because they pressed so hard during the patdown. She feels discriminated against because she has breast cancer. She even thinks she may have a cracked rib.

The caller also says her checked bag had been inspected and everything was in disarray.

Date-Time of Travel: 8 5 15-6:30PM
Gate Terminal: C7
Airport: LAS
Airline: Southwest
Flight #: 3151

Submitted on Thursday, August 6, 2015 - 19:05 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Missouri
Airport: MISSOURI - STL - Lambert St. Louis International
Date of Travel: Thu, 08/06/2015
Time of Travel: 5:50 pm
Airline & Flight Number: Southwest 458
Checkpoint / Area of Airport: Terminal 2 TSA Employee (b)(6)

==Complaints==

8/6/2015 8:08:42 PM

Complaint Feedback: Professionalism/Customer Service
Complaint: I passed through the millimeter wave scanner and was informed the inside of my leg would need a pat down. I don't have any issue with this (it's happened more than once with the shorts I was wearing), but when I casually remarked to the agent that it was likely the shorts that had resulted in the false positive, he responded by telling me (with a very condescending tone) that when someone's pants are sagging the machine tells them to pat that person down and that if I wanted to avoid the problem I should "pull my pants up around (my) waist." My pants at the time were very clearly positioned perfectly around my waist (I even lifted my shirt to show him that), and his only response was that they "look pretty saggy to (him)." I did not appreciate being talked down to by someone sigbificantly older than me just because he evidently doesn't like the "sagging pants" trend (that I was clearly not displaying).

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

Even though i know this letter will go no where at all. i still feel i must make a complaint. On the date of 8/5 at approx 1400. I was traveling through OGG to LAX on a return trip where i had just got engaged. I recently had surgery in my pelvic groin area, a procedure that i will not discuss. so i had the area bandaged and was wearing TSA approved, none metal belt on my waist which helped with some of the pain while walking and bending. The body scanner caught the belt and i was placed in a pat down area. I told the person patting me down i had surgery and where. I would not let them pat me down in that area. After the supervisor was called (b)(6) I explained to him what was going on. They still insisted on a pat down. Even after i yelled out in pain, they insisted in more pat downs. Only after myself saying i would not allow more pain being inflicted on my body, they let me go. The next day, i have more pain then i did due to the pat down performed by tsa. I feel that my own civil right and health were threatened because of these incompetent employees. I am a member of the CLEAN program and also have a twic card. So my background has been cleared several times.

8/7/2015 8:43:55 AM

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(b)(6)

HYPERLINK (b)(6)

Submitted on Friday, August 7, 2015 - 07:37 Submitted by anonymous user: (b)(6) Submitted values are

Feedback Type: Complaint
State: Maryland
Airport: MARYLAND - BWI - Baltimore-Washington International
Date of Travel: Fri, 08/07/2015
Time of Travel: 8:30 am
Airline & Flight Number: Delta 1301
Checkpoint / Area of Airport: TSA Pre-Check TSA Employee: Unknown woman

==Complaints==

Complaint Feedback: TSA Pre?™

8/7/2015 8:44:48 AM

Complaint: I don't remember ever applying for pre-check service, but it was printed on my ticket so this was my first time. It was my understanding that the pre-check was for trusted travelers, so I was not expecting to be patted down. I was wearing a necklace which set off a sensor. I had no pockets on any of my clothing and was not even wearing a bra. I feel violated physically because I was never even offered the option to remove my necklace (in fact I was told not to take anything out of my bags or off my person before I went through the first time) and go through the scanner again, I was taken immediately for a pat down and it was unprofessional, rude, and I am very uncomfortable about how I was touched. If this is what normally happens in a pre-check, I will refuse to do it next time. I wore the exact same necklace on a return flight from Phoenix to Harrisburg, and it didn't set anything off and I wasn't subjected to a chest pat down going through the normal TSA check point. Again I feel absolutely violated, to the point where I have been crying since I got through the checkpoint. In a normal workplace that kind of touching would be considered sexual assault and wouldn't be toleratred, so why are you as the TSA tolerating it? I am a very compliant person to authority which is why I cooperated despite

Submitted on Friday, August 7, 2015 - 08:53 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: New York
Airport: NEW YORK - JFK - John F. Kennedy International
Date of Travel: Wed, 08/05/2015
Time of Travel: 7:40 pm
Airline & Flight Number: Swiss 15
Checkpoint / Area of Airport: Approx Row 13 TSA Employee: Two males, one letting through children younger than 12 and other doing male pat downs

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Civil Rights / Civil Liberties
- Missing or Damaged Items
- Other
- Professionalism/Customer Service
- Screening

8/7/2015 10:13:35 AM

Complaint:

Good morning,

My experience with your TSA agents makes flying an even worse experience than it already is and I expect an replay. While standing in line I, as I always do, let the TSA agents know early on that I will be requesting a pat down. The issue that usually arises is that my items (shoes, backpack, etc.) go through the machine before me and sit exposed on the other end of the machine, while I wait for a pat down. This particular time when I expressed my concern after waiting roughly ten minutes for a pat down, the officer dismissed me and gave me a hard time for not just going through the body scanner, "Why can't you just use the scanner?". Not only is this incredibly unprofessional as I cannot go through, but it didn't address the possibility of my wallet.

8/7/2015 12:37:54 PM

To Whom It May Concern:

Due to a recent experience with two TSA officers at the Asheville Regional Airport in North Carolina, I have a particular interest in the security screening procedure for breast milk. Currently, the existing guidelines for transporting breast milk through TSA check points is very vague and leaves it up to interpretation for the officers on duty. Typically, one of three things happen:

My hands are swabbed.
The bottles are placed on a density machine and passed.
The milk is simply glanced at and given back.

My recent experience included ALL of the following:

Hand swabbing.
A refused pH test, density test instead.
Two swabs of my stroller. Once before the breastmilk was considered, at least one swab (by my count, 2-3) after the breastmilk was considered.
Two screenings of my car seat.
My diaper bag being emptied and various items swabbed after it passed through the x-ray machine and was returned to me.
A pat down.

A usual five minutes process took three times as long for reasons unknown to me. No alternative process was explained. When I offered to dump my breast milk that seemingly did not pass the density test (one bottle did, one bottle did not), the officer refused and took back all items that had already passed through screening and proceeded to empty them, swab them, and pat me down. Thankfully my husband escorted me through security or what would I have done with my baby? During the process, I was threatened by the supervising TSA officer that the police would be called. She threatened me after I interrupted her canned speech for the pat down. I interrupted her to say that my baby was crying and if she could expedite the process by speaking and doing so that I could comfort my baby. Once the pat down was through, I watched all of my child's diapers being opened, toys taken out, items strewn on the TSA table.

I see several problems with this system:

A mother's breastmilk should not be required to be opened due to sanitary concerns. I donate my pumped milk to babies with health issues. If they are already immunocompromised and the breastmilk is contaminated by someone who is not trained to handle it, the results could be devastating. That is why I refused the pH test. If I am not mistaken, it requires the bottle to be opened. I cannot not speak to why one bottle failed and the other passed the density test.
No standard system for checking baby items exists (from what I have observed after passing through five different TSA check points multiple times in the past 8 months (those include: PBI, FLL, AVL, CLE, Burlington, VT). Caretakers cannot possibly be charged to be prepared for a checkpoint if no uniformity exists. If a standard system was implemented, we could assist in security measures by coming to the airport prepared. A standardized system would ease frustration on both sides. I seemingly frustrated the TSA officers with whom I dealt by knowing my rights, which is why I was treated in such a threatening manner.

Submitted on Friday, August 7, 2015 - 11:45 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Nevada
Airport: NEVADA - LAS - McCarran International
Date of Travel: Fri, 08/07/2015
Time of Travel: 7:00 am
Airline & Flight Number: DL2576
Checkpoint / Area of Airport: TSA Pre for D gates TSA Employee: Officer (b)(or perhaps (b)(

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

8/7/2015 12:38:24 PM

When going though the magnetometer, I was selected for random screening, which I am familiar with, since I've been selected before. When asked to step to the scanner, I stated that I was electing to opt out.

At this point, the officer, irritated, said in a loud voice "Sir, WHY are you electing to opt out".

I was surprised, as I have never been asked this question before, and certainly not in such an intimidating voice. It was clear from the tone that his object was to convince me, and other passengers not to elect to opt out.

I stated, politely and directly "I am opting out because it is my right to do so".

A few minutes later, after my bags had been sitting out of my eyeshot for some time, the Officer loudly stated to me from the

The callers grandson (b)(6) s 15 and at the airline ticket counter they put an orange dot on his ticket. When he got to the checkpoint they did a full inspection. This is not a complaint he just wants to know why this happened.

8/7/2015 1:41:49 PM

Date and time of incident: 08 06 2015 9:05pm delayed till 9:30pm
Airport of incident: Boston Logan
Airline name: Aer Lingus
Flight number: Not Provided
People invovled in incident: Not Provided
Description of incident: They went to the airline ticket counter and they put an orange dot on Adam s ticket. When he got to the TSA checkpoint they pulled him aside and went through his bag. They did a patdown and the caller phrased it as, they did a search of his body, including his clothes. At first they weren t going to let the mother come until she told them he is only 15.

8/7/2015 4:58:21 PM

Caller has Pre Check and GE. She recently traveled from DRO and would like to file a complaint about an agent at the checkpoint. Caller has a hip replacement and pins in her foot.
They only have the WTMD at DRO and not the AIT. She told the Supervisor about the metal implants and he said she could have multiple passes through the machine. When she did alarm, the Supervisor went to tell a female agent that she had Pre Check and that she should receive a modified version of the patdown. The female agent that gave her the patdown, was rude and aggressive to her. The patdown she gave caller was not a modified version, but was very invasive. She went up high on her thigh, touched her breast and hips. Caller said she was so upset after the patdown that she was about to cry. She spoke to the Supervisor about it and he said he would talk to her. Caller said this is not acceptable. She would like someone to contact her about this. She thinks the female agent s initials may have been S.P. The agent was very inappropriate.

ADD: Caller asked if you have Pre Check and GE is there a modified patdown for you.

Date Time of Incident: 07.31.15 At security Approximately 02:15 p.m. Flight Departed: Around 5:00 p.m.
Gate Terminal: One Gate and One checkpoint
Airport: DRO to PHX
Airline: American
Flight #: 5620
Email: (b)(6)

Submitted on Friday, August 7, 2015 - 20:27 Submitted by anonymous user:(b)(6) Submitted values are:

Feedback Type: Complaint
State: New York
Airport: NEW YORK - JFK - John F. Kennedy International
Date of Travel: Tue, 07/07/2015
Time of Travel: 2:00 pm
Airline & Flight Number:
Checkpoint / Area of Airport: B gate
TSA Employee:
==Complaints==
Complaint Feedback: TSA Pre?™
Complaint: I have flown 4 times during the month of July. 3 of those times I have been "randomly" selected for "pat downs," had to remove my shoes (different ones) every time, had my "global entry card" refused! I was under the impression that paying the fees for "precheck" and for "global entry" would ease my trek through security. So far I feel that the documents were a colossal waste of money!

8/7/2015 9:03:12 PM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name:(b)(6)
Phone Number(b)(6)
Email Address(b)(6)

The results of this submission may be viewed at:
https://www.tsa.gov/node/2289/submission/26880
Caller traveled to Atlanta from Barcelona and proceeded through customs. After proceeding through customs she was entering the security check point to catch a connecting flight she was pulled out of the screening line for a pat down. The people behind her in line picked up her laptop and continued through the airport.(b)(6) and (b)(6) Both TSOs at the airport verified that her lap top was stolen at the checkpoint. She filed a complaint form at the airport.

Date Time: 8-7-2015 1615
Airport: Hartsfield Atlanta International
Terminal Gate: Not provided
Airline: Delta
Flight: DL115 DL81
Bag Tag Number: N A
Description of bag: N A
Description of Damaged Missing Item: Laptop mac book pro in a black sleeve.
NOI: N A

8/8/2015 9:15:06 AM

The callers sister is flying from Chicago and she is pregnant. She called her sister and told her that she was assaulted by a TSO. She didn t want to go through the AIT machine and she wanted to go through the WTMD,so she had to have a patdown. She said she was taken to another room because she had traces of explosive material on her hands. She didn t tell her sister that she had to strip but her grandmother said that she told her she had to. The caller said that she was hysterical when she called.

The caller said that she is an attorney and would like to be contacted back about it.

8/8/2015 10:44:22 AM

Date\Time: 8.8.15
Gate\Terminal: Not Provided
Airport: Chicago O Hare
Airline: Southwest
Flight #: Not Provided

REASON for the call: She doesn t want to file a claim but would like to voice a complaint. A plastic bag of earplugs and a sweat band used with her hard hat for work are missing from her checked bag. Also, her safety glasses were not repacked as she had them therefore their safety was compromised.

She would like to compliment her screening experience. She received a patdown screening and stated that the female TSO was very pleasant and explained what she was doing. She doesn t have the name of the TSO.

8/8/2015 2:03:16 PM

Date Time:7 27 15 8:45am
Gate Terminal: Terminal 4
Airport: PHX to ABQ (direct)
Airline: Southwest
Flight #: 582
Bag tag # (10digit (b)(6) or (b)(6)
Bag Description: Her bag was a large green duffel bag. The brand is Eagle Creek.
NOI: Present with nothing indicated.

--- On Sat, 8\8\15 (b)(6) wrote:

From: (b)(6)
Subject: TSA
To: (b)(6)
Date: Saturday, August 8, 2015, 4:03 PM Transportation Security Administration
701 South 12th St
Arlington, VA 20598-6006
To Whom it May Concern:

8/8/2015 5:05:27 PM

I am an attractive 68 year old retired school teacher. On Friday, July 31, 2015, Seattle-Tacoma Airport, Delta Terminal (Gate S TSA area), around 1:30 pm, I was horribly embarrassed by a femaleTSA agent. My husband and I were returning from an Alaskan pleasure cruise. We had more than enough time to catch our flight (Delta 1056 ten hours later). We entered the General Boarding area of TSA where the hand-swipe and arms-over-head are routine. Due to a recent biopsy I was wearing a plain thin tee-shirt with matching designer sweatshirt draped over my shoulders, concealing my no bra situation. I immediately obliged when the gentleman asked me to remove the sweatshirt. No problem.

He said everything was fine and motioned me forward. Without the draped sweatshirt, the no bra situation was very apparent. A pale, fair-haired, TSA female agent took me aside. Her eyes were focused on my chest, and her hands were shaking. She felt under my breasts, (money pouch on my abdomen) which I immediately identified to her. She told me I would have to come into a separate room and get undressed. I am a frequent traveler and have had the contents of my money pouch questioned many times...each time I immediately comply by removing the pouch and allowing the TSA agent to examine the contents.

Submitted on Saturday, August 8, 2015 - 23:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Security Issue
State: Virginia
Airport: VIRGINIA - DCA - Washington Reagan National
Date of Travel: Fri, 08/07/2015
Time of Travel: 6:00 am
Airline & Flight Number: United #689
Checkpoint / Area of Airport: United
TSA Employee: Young black woman with waist long braided extensions
==Security Issue==
Security Feedback: Pat-down
Security Issue: After passing the full body scanner, I had my vagina inappropriately fondled during an additional pat down. A female TSA agent (not the other agent reading the scanner results) after I had exited the machine came over and said put your hands out, she passed a wand over my hands then after I passed that test she said that I would be searched. In full public view, after patting down my backside, she put her hand between my legs and forcibly separated my labia with her index finger through my pants and then made an upward karate chop type motion with the rest of her hand striking my pubic bone very hard. I was not told how I would be searched or why I was subjected to additional inappropriate touching since I had already passed through the scanner with no incident. I will be filing a complaint.

8/9/2015 9:24:01 AM

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number:
Caller stated she came through a TSA checkpoint and they left out her cosmetics.

** Mishandling RFI
Reason for the call: Caller states the TSO placed it in the screening while she was receiving a pat down, and now the plastic bag containing her contents is not in her bag. Caller states that the TSO s name is a (b)(6)
Date Time: 08 08 2015 11:00 AM
Gate Terminal: Not Present
Airport: Orlando International
Airline: American Airlines
Flight #: Not Present
Bag Tag #: N A
Bag Description: Clear plastic bag with deodorant and perfumes in it.
Missing Damaged Item.
My wife and I were confirmed to fly August 7th on a 10 pm flight out of BWI. My wife has had a hip replacement and needed a pat down. After several calls for a female officer, she arrived and roughly performed the pat down. My wife complained, but was met with mocking from the female agent. My wife is filing her own complaint.

8/9/2015 4:25:39 PM

I went to the desk to ask the supervisor for assistance. I was blocked from the supervisor by officer (b)(6) Then was repeated bullied and intimidated to move back. I insisted on speaking to the supervisor and (b)(6 called the police to have me arrested. I went back to my wife. Over a dozen officers showed up, they never spoke with me. Officer (b)(6) passed by several times and turned his badge over so I could not get his name.
My wife and I were not allowed to fly and could not book for the next day. I was not allowed to speak to the supervisor, we were not allowed to see the video that got us banned. Who is watching the watchers.

8/9/2015 5:03:08 PM

(b)(6)

The caller was going through security at LAS when the Supervisor, (b)(6) started threatening the caller and making him do extreme screening procedures. The caller explained the extra screening as the grope and tickle exercises and swabbing on every element on his body. The supervisor took everything out of his backpack and started doing a hand inspection on everything he had. The caller stated (b)(6) said things like Do you want to fly today? and There are no limits on my power to prevent you to fly! He wants to file a complaint on the TSO.

8/9/2015 6:34:15 PM

Date Time:8 9 2015 3:25pm
Airport: LAS
Airline: Southwest
Flight #: 2495
Officer Description: Supervisor (b)(6) about 6ft tall, chunky with light hair and mustache, Caucasian.

Date Added	Contact Details
1/1/2013 6:05:13 PM	Feedback Type : Security Issue Categories : Advanced Imaging Technology Current Date/Time : 1/1/2013 5:27:52 PM Airport : PHL - Philadelphia International Date/Time of Travel : Airline & Flight Number : Checkpoint/Area of Airport : TSA Employee: (If Known) : Comment : some machines require passengers to stop watching their belongings. that could result in thiefed or someone adding contraband to my bag. I will be writing my senators and representatives as well. 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
1/2/2013 8:06:58 AM	Caller went through screening at PHX Gate D. on 12* 30*12 When going through the AIT the TSA agent motioned to the caller to step out of the scanner. When she did, the TSA agent told her she moved, now she had to get a patdown. The caller then requested a private patdown. The TSA agent then said Woohoo a private patdown embarssing the caller. The caller felt like this was very unprofessional behavior, and felt like it should be reported. Caller went through the check point at about 8:30am. The TSA agent was a tall blond.
1/2/2013 4:48:45 PM	I told caller I would make not of the incident. I also told caller the agents are trained to be respectful. 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 came through a checkpoint at DFW to Ronald Reagan at 7:30 am today, January 2nd. He went through A35. He flew with American Airlines flight number 1600K. He opened up his money bag and other bags and placed them in a bin. While his belongings were being screened he went through the AIT machine. One bag came out and the other bag did not. He asked a female TSO to get his money bag from the male TSO who was on the opposite side of the belt. He was sitting down next to the rolling belt. He knows it was not the female because he watched her go get it and bring it to him. He did not check the money bag until he was on the plane because he was trying to catch his flight. Now he is missing 5500.00. He is not blaming anyone in particular but he wants to know what happened to his money. I apologized to the caller and told him that 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. He wants a claim form via email and postal mail.

I trust someone can help address with my huge concern over the use of a castscope on me at the Denver Airport.

While vacationing in Colorado, I fell while skiing and broke my wrist requiring surgery. When I went through security at the Denver Airport on Sunday, December 30, I was pulled aside and had my wrist swabbed, and then waited for a security person to take me into a private room where she wanted to xray my cast.

I told her I did not have a cast on, rather my wrist was wrapped with bandages from surgery, but she insisted on the castscope. I told her I was concerned about the xray radiationa and wanted a chest cover. She said there wasn't any and told me that no radiation was emitted. I pointed right to the label on the machine where it said xray radiation is emitted – and she told me not to worry because I would get more radiation flying in the plane!

I am appalled at the lack of understanding and knowledge that the people using these machines have and again, have grave concerns about the radiation heaped upon me, with no chest cover.

This was done December 30, 2012 at 11:40 am.

I am extemely unhappy and feel my health was jeopardized with the lack of cover and horrible attitude provided. I understand the need for security and was fine with the need to check my arm, but not at the risk of my health!

1/2/2013 6:09:30 PM

Look forward to your response.

(b)(6)

(b)(6) Downingtown, PA

(b)(6)

Your below response was not helpful. I was not treated with dignity, respect, and courtesy. If the selection was RANDOM, I would not have had my baggage rifled through twice on the same trip. I deserve an acknowledgement of the wrongdoing, and not an automated reply. Clearly your employees are disgruntled so they pull stunts like this to feel better.

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.

1/3/2013 10:09:58 AM

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

On Thu, Jan 3, 2013 at 12:46 AM, (b)(6) <HYPERLINK (b)(6)

I returned from a trip yesterday and my bag did not make it. I got it today and saw that my bag was selected for inspection. The same bag was also inspected last week. I now know that my bag did not make it because it was inspected yet again thus

Caller flew on 12 31 2012 from FLL to Minneapolis on Delta flight 769. She said that two years ago in March she was sexually assaulted by a TSA agent at FLL. She said the agent put her hands in her underwear and touched her privates. Her flight on 12 31 2012 was at 1:39 pm. She went through the checkpoint at 11:30 am. She is 76 years old and she said that she no longer has to go through a patdown because of her age. She gave the agent her passport. She said the passport shows her age. The agent disappeared with her passport and would not tell her why she took her passport. She told the TSO that she did not want to go through the AIT. She was told that she would go through the AIT or get a patdown. She went through the AIT and still got a patdown She that the patdown was just running her fingers under her watch and bracelet She said that her daughter and granddaughter were pulled aside because they were part of her family. She said that her daughter told her that she was getting a patdown because she was wearing a Jewish Star. Caller asked to go through the metal detector and was told no. The agents name is STFO (b)(6) She said that there was a gentleman named (b)(6) who was yelling at ther that she was holding up his line of traffic. She wants to know what the agent did when she disappeared with her passport

I gave the following information 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.

1/3/2013 3:32:14 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.

I connected her to MB

ACCEPTED TRF to MB

She stated this is the first time she flew out of FLL for years because she felt she was assaulted before. She was convinced it would be alright this time.

Todl her I do not know why the Officer took her passport for a moment and she can contact the CSM by redialing our number and enter FLL for airport code to get the number.
The CSM may be able to tell her why the Officer asked for her passport.

I asked if the equipment alarmed when she went through screening. She stated it did not.

She stated she did not want exposed to the machine so she told them she would not go through and they made her have a paldown.

Caller is a crewmember with an airline. She went through yesterday in LAX in the known crewmember line. She was pulled to the side and came up twice as explosives tested on her hands. She said that this didn t make her feel comfortable and it came up twice. She wants to know as an option to the patdown, if she could have requested the AIT. She does not want to file a complaint, she just stated that she was very uncomfortable.

1/4/2013 11:29:09 AM

Response:

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.
Caller wants to file a complaint. He is at AUS. He flies every week. The TSOs are horrible. Caller was in the line to go through the AIT. A handicapped person was in a wheelchair in front of him, but the TSO makes this passenger get up and walk through which locks up the line because his wheelchair was taken another way and he had to stand in the AIT 7 minutes. The TSOs open the WTMD line and send 20 people behind the caller through that line. The caller asked if he could go through the WTMD and the TSO told him that he could not change lines. All the caller s property is on the other side. He cannot see it and does not have access to it. He told the TSO this but the TSO kept waving people over to the other queue. Caller said the TSO would not look at him and had his back turned toward the caller at an angle. The caller does not believe he should be held in the queue when his property is away from him. He said it was like being held captive because he could not get to his property and could not get out of the line. He flew 160,000 miles last year so he flies very often and this was the worst. He said this kind of behavior is what gives TSA a bad reputation. Caller could not get the TSO s name because he would not face him so the caller could read his name tag.

1/4/2013 3:09:12 PM

Caller said that in Columbus the TSOs are friendly, helpful and efficient.

Airport: AUS
Date and Time: January 4, 2013 at 1:50pm (Time he was at the checkpoint)
Location: on North end of the airport (he is not sure). If you are facing the airport it is on the left side.

I apologized to the caller, thanked him for letting us know his experience and told him I would send this to the CSM for review.

Incident Details: The caller is diabetic and she has an insulin pump that she is not able to disconnect from for the screening. She stated on her previous trip the TSO agents argued with her about going thru the AIT. The caller is unable to disconnect from her pump, and she already had one insulin pump malfunction because the TSO insisted she go thru the AIT. The passenger stated on this most recent trip she tried to explain to the agents she would need to get a patdown because of the pump and they gave her grief and argued with her about the screening. The one agent which gave the passenger the most grief and extremely insistant that she go thru the AIT. The caller stated the TSO agent and was young, dark complextion female, with a thin frame, she is unsure of her ethnicity. There was another female agent that was also present and the passenger tried to explain to her the situation and she stated she was not receptive to her issue. The second female agent was tall, blond hair, caucasion, medium build. The caller said she went thru TSA checkpoint about 2pm.

I apologized to the caller and advised I would send her information to the CSM at DEN. I advised the caller the AIT is completely voluntary and she is permitted to opt out and have a patdown. I advised the caller she could request a TSO supervisor on her next flight if she requested a patdown and one was not provided. The caller provided her email in the event the CSM needed to contact her for additional info, she also provided her flight info below.

1/4/2013 6:05:13 PM

flight info

DEN
12-24-2012
gate A-24
flight # 1544
Fronteir Airlines
departed @ 3:20pm

I have a complaint about the screening process during my last flight.
I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie- talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

1/5/2013 1:07:38 PM

If families and children are able to go through the metal detectors- -then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable.
I hope this matter is resolved and doesn't occur again.

Please feel free to call me to discuss anything further. (b)(6)
(b)(6)

Original email date and time was 1-5-2013 at 3:15PM [DBW]

Information about the person who experienced the civil rights civil liberties violation

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

What happened?
On my way through security at the Philadelphia airport (PHL) on 12/31/12 at approximately
2PM, I told a TSA agent that I was not comfortable being exposed to any radiation as a result of
the full-body scanners, and that I preferred a pat down. He was rude in his reception of my
request and then muttered something about there not being any radiation associated with the
millimeter wave scanners. I clarified this statement with him and he said again that there was no
radiation and that that had only been true of "the old ones," by which I assumed he meant the
backscatter scanners. So, I went through only to have to receive a pat down anyway (which
was suddenly no trouble on the other side of the scanner) because of the beading on my shirt.
After getting through security, I looked online (on my phone that had already been in the x-ray
at the time of my request) and found that there is a small amount of radiation associated with
the millimeter wave scanners. My problems with this are as follows: I was misinformed either
deliberately or for lack of training by a government agent; there is no requirement 10 disclose
that there is radiation associated with the millimeter wave scanner, nor that some respected
authorities advise against its use because the long-term effects of the millimeter wave scanners
have not been studied; in addition to the huge invasion of privacy, subjecting any young person
who wants to have kids to radiation levels of any sort "without" probable cause is unnecessary
and asks people like myself to take on unwarranted risk.

1/6/2013 1:12:45 PM

When did this happen? Please provide the approximate time of the experience. If
ongoing, please indicate when the problem began.
The problem of not being accurately informed about the radiation levels of
full-body scanners or the pat down alternative is definitely an ongoing issue I've encountered
since they began to be implemented. At PHL, however, there seem to be no options to avoid
the scanners. Everyone seems to be expected to go through them and the TSA staff are not

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn t alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there s somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there s always a specific reason that they are conducted.
His 19 year-old daughter went through the Virgin America checkpoint, Gate 37 at LAX this morning around 8:40 a.m. She was on flight 781 going from LAX to SEA, scheduled to leave at 9. She went presented her ID at the checkpoint, and then on through the WTMD, which did not activate. Once she went through there, she received a patdown, and this is where she felt uncomfortable. He stated that the officer, whose name she did not get, used the palm of her hand to rub, not pat, the area of her abdomen and up to the border zone of her lower chest area. His daughter felt as thought it could possibly be considered sexually threatening, and it made her feel uncomfortable.
A brief description of the officer is that she is an African-American woman, approximately 20-30 years of ago, short and above the ideal body weight.
A brief description of his daughter, (b)(6) is approximately 5 6 , 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

Advised Caller:
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

1/6/2013 3:31:16 PM

I told him that a passenger cannot choose to go through the WTMD only, but would have to either go through the AIT or a patdown. If the airport or checkpoint they go to doesn t have the AIT, then they would have to go through a patdown. I told him that LAX is on the list of airports that either has AIT or is scheduled to get it, but I could not give him definite information as to whether or not they definitely had it, or if the checkpoint she went through had the machine.
http: www.tsa.gov ait-frequently-asked-questions

The TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

I told him that I could either take his complaint and send it to the CSM at the airport, or he could contact them directly. He chose to describe the incident to me, since I could not provide him with exact hours of the CSM at the airport. I did explain to him how to contact them by calling 866-289-9673, pressing option 5, and entering the airport code when prompted.

Since he chose to provide the information to me, I told him that I would get his information, take the complaint, and then send it to the CSM at the airport. They could look into the incident, and see if there was anything that was inappropriate during the screening, and could contact him further if they needed any more information from him.

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: 1/7/2013 1:10:02 PM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here

1/7/2013 2:01:22 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines flight 780; ORD (Chicago OHare)Terminal 3 First Class Checkpoint with TSA Pre Screen. Date Wed Jan 2 2013 approx 4:30 AM. Issue with Pre TSA ineligibility and a pat down alternative to imaging at this checkpoint.
Comments:I have just spoken to American Airlines Executive Platinum customer service and was directed to open a case number (not merely leaving comments) with the TSA. There are 2 separate cases that require your resolution via email. At the first class pre tsa checkpoint I was informed that for some reason for the first time in one year I was not eligible for the TSA pre select. I was then told that since I had an infant child I could not use this first class checkpoint especially setup for American to avoid the situation that then developed. I was told it was because of an imaging station can't be used by adults carrying infant children. I was not given the option of a pat down at the first class checkpoint. I want to ensure that this does not continue in the future and the American Airlines Executive Platinum and First Class passengers traveling with infants can opt for a pat down at this checkpoint.
I have contacted American Airlines that was appalled at the treatment of one of their best customers. They want ALL first class and executive platinum customers to use this checkpoint exclusively at ORD and no other.
I want to clarify that traveling with an infant and selecting a pat down in lieu of refusing imaging when with a child will be honored by the TSA and to further acknowledge that the TSA personnel who told us we cannot use this checkpoint, designed for us by American, was in error.

A second case involves (b)(6) a TSA supervisor at ORD in Terminal 3. At the main checkpoint (not first class) at ORD terminal 3 my laptop was stolen by another individual and eventually returned to the TSA. There was an after hours "lost and found" that had my laptop that (b)(6) said I could not retrieve it. (b)(6) nformed me the next day that (b)(6) was incorrect and in error. A special trip had to be made to the airport to retrieve my stolen and then recovered laptop due to the actions of (b)(6) not being aware of the after hours TSA line.
I respectively await your reply and will cut and paste this to American Airlines Executive Platinum desk for your response.
The caller is traveling on Thursday from MKE to IAH to Cost Rica . She has a titanium shoulder and is concerned about going through screening expeditiously because she only has one hour between flights. She has to get from one side of the airport to another.

She asked if there is a way to expedite this in any way.

She indicated that she would have to leave the secured area.

The caller stated that she knew the screening process.

I explained first, that she may not have to go through TSA screening as long as she remains in the secured area of the airport. Depending on the layout of the airport, she may have to leave the secured area to make her connection flight.

1/7/2013 2:18:14 PM

She asked where to request AIT screening.

I advised that she inform the TSO of the metal implant and perhaps where is it located before the screening proces 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.

I advised that the only way that to possible expedite the screening would be to required to receive a pat down. I cannot guarantee that she will not receive a pat down even if she goes through the AIT.

I explained that she would opt of the WTMD and requirest AIT screening when she presents her ID and boading pass at the checkpoint. She can inform the TSO of the metal implant and request to be screened by the AIT if it is available.

Caller is a corporate pilot MEM B concourse. He was selected by a TSO to do an explosive trace detection. The TSO leaves the AIT and was told he had to be patted down on his torso then on his back pocket. He asked to speak to a supervisor. The TSO who did the last swab was Supervisor (b)(6) He believes this is overkill and felt that it was harrassment. He had used the comment cards before when the TSOs broke things in his luggage and never received a response from TSA so he placed a call this time.

1/7/2013 5:58:48 PM

Airport: Mem
Airline: Delta
Flight Number: 1853
Location: Concourse B he was going to Gate B7
Date and Time: January 7, 2013 at 4:50pm

I apologized to the caller and told him that I would send this to the CSM for review. I thanked him for calling to let us know his experience.

Dear TSA Contact Center:

Thank you for your 6Jan13 07:48 response via tsatcc_do_not_reply@senture.com.

Regrettably the information was NOT helpful.

I quote from your referenced "HYPERLINK "http://www.tsa.gov/traveler-information"www.tsa.gov/traveler-information":

"Modified screening measures allow passengers 75 and older to:

1/8/2013 2:08:24 PM

Leave on shoes and light jackets through security checkpoints.
Undergo an additional pass through Advanced Imaging Technology (AIT) to clear any anomalies detected during screening."

Therefore I rephrase my original question: If in Honolulu, Heathrow, Budapest, St. Petersburg (Russia) and other airports I could pass through the security checkpoint without removing my shoes, why did I have to remove them at Toronto's Pearson International Airport?
Mind it, I do not object to the shoe removal process, but the seeming inconsistency is bothersome.

Hoping for a clarification, I wish you the best,

(b)(6)

Dear TSA Contact Center:

Thank you for your 6Jan13 07:48 response via tsatcc_do_not_reply@senture.com.

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Mind it, I do not object to the shoe removal process, but the seeming inconsistency is bothersome.

Hoping for a clarification, I wish you the best,

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date Time : 1 8 2013 4:08:56 PM
Airport : JFK - John F. Kennedy International Date Time of Travel : 01 08 2013 3:30 PM Airline Flight Number : AA Flt #575 Checkpoint Area of Airport : Terminal 8 TSA Employee: (If Known) (b)(6)
Comment : At security, I opted for a pat-down because I refuse to go through the backscatter x-ray machines. The checkpoint TSA guy (b)(6) immediately passed a snide remark: quot;You don t want to go through the scanner? OK, let s go play. quot; As another passenger asked for a pat down rather than go through the imaging machine the same employee loudly stated quot;great. Now we will have a pandemic and no one will make their flight this afternoon quot;.

1/8/2013 6:05:56 PM

As I waited for an agent for a pat down I noticed my personal items and carry on luggage were at the end of the conveyer belt and being bounced around. I asked (b)(6) if I could attend to my possessions and hs reply was quot;no you may not! quot; with a sarcastic expression.

I usually try to see the best in people and understand that TSA agents are just doing their job. However I feel that (b)(6) was extremely unprofessional, rude, and epitomized everything that airline travellers hate about passing through security and air travel 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 went to the checkpoint on Dec 26th at Orlando. The caller stated that a big tall white man at the checkpoint were extremely rude because She, Her husband, and their daughter wanted to opt of ATI. She spoke with the manager at the checkpoint regarding the issue but wanted to file a complaint with the TCC as will. She stated that She and Her family was separated. She stated that they knew that they would recieve a pat down by opting out but Her husband is a physician and had health concerns about AIT. She was upset in the way they were treated and stated that the TSO made the following statement to them:

18 year old daughter was ask 6 times to why She wanted to opt out
You don t know your science (to the daughter)
We do not have time
We do not the staff
You are holding up the line

All of these comment were stated very mean, rude, and in a yelling voice. She stated that the patdown procedures they recieved were very professional but She wanted to complain on this particular TSO. He stated that She knew it was the day after Christmas but they have the right to opt out if they want.

1/9/2013 12:10:27 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. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Support Manager at each airport. The "Talk to TSA" section of the TSA Web site offers passengers the ability to send complaints directly to the Customer Support Manager by clicking on the map and selecting the correct airport. You may also get the CSM contact information by calling the TCC, pressing option 5, and entering the airport code.

Because your complaint concerns an incident that occurred at a specific airport I will forward a copy of your letter to the appropriate Customer Support Manager with your specific flight details.

Flight Information:

Airport: MCO
Airline: Delta Airlines
Flight Number: 1911
Date: 12-26-12
Checkpoint Time: Around 4pm

Caller stated that he flew out of phoenix and when going through the checkpoint, he was told by a TSO and that there are no options for him to either keep his shoes on or put foot coverings over his feet when going through so he doesnt have to worry about bacteria. He works for a enviormental agency that checks bacteria in public places and he is wanting to make a complaint because this is very unsanitary.

FLIGHT INFORMATION:

Departing Airport:: PHX
Arriving Airport:: Newark
Airline:: US Airways
Flight Number:: 685
Date:: 9 JAN 2013 @ 11:40am

1/9/2013 1:44:06 PM

TSO:: (b)(6)

CCR informed him:

Passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.
CCR inforemd him that this would be forwarded to the CSM for assistance.

The caller flew from TPA to ORD. She had an extremely bad experience in the TPA screening checkpoint. She stated she was in a wheelchair but was able to go through AIT screening just fine. The then began to go through baggage including her dirty laundry. She stated that He pulled out her dirty underwear in front of everyone. She stated that He was rubbing something all in her baggage. When she ask him what it was she quoted that following statement: This is like a drug dog and if it barks you will in trouble!

She stated that He made her feel like an idiot. She had $36 in hair care products that He made her throw away. She stated that she has only flown three times in her life. She described the man as the following: extremely tall, mid to late 40s, wear glasses. 5 11 to 6 2, approximately 210, and dark brown hair. She had traveled to Florida from the memorial service of her father and had a lighter that was empty that belonged to Him. She stated that She begged Him please not to throw it out because it was her father s. The TSO went to the supervisor and 10 minutes later came back and told her that she could take the lighter but absolutely not the hair care products.

Advised Caller:

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, resalable bag (3-1-1 rule). Your hair care products would have been prohibited regardless.

1/10/2013 9:32:30 AM

She was upset because she threw her items out and then when she got to the gate the airline informed the passengers the aircraft was completely full and she ask the passenger to send their carry on bags in check luggage free of charge. She stated if she had only known she could have kept her belonging.

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. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service Manager at each airport. The "Talk to TSA" section of the TSA Web site (https: apps.tsa.dhs.gov talktotsa) offers passengers the ability to send complaints directly to the Customer Service Manager by clicking on the map and selecting the correct airport.

Because your complaint concerns an incident that occurred at a specific airport I can forward a copy of this record to the appropriate Customer Service Manager.

Flight Information:

Airport: TPA to ORD
Caller said she had a complaint about the pat down system going through the airport. Sunday at Chicago O Hare the caller went through the AIT and when she cleared the AIT she was pulled aside and her hair was patted down. The caller said that she is an African American female and there were no caucasian females exposed to having their hair patted down.

1/10/2013 9:54:01 PM

I asked the caller if she believes she was discriminated against on the basis of her race.

Caller said evidently.

I transferred the call to Redress as instructed.

Caller wants to file a complaint. He had traveld out of Louisville. They were using AIT as primary screening, he opted out. He was then groped by employee officer (b)(6) After officer (b)(6) groped him he was ask to remove his perscription glasses for the office to look through his lens. Caller feels this was harassment and a violation of the Disability Act, the ADA because he was ask to remove his glasses to allow the officer to look through his glasses. Caller did not want to refer to the TSO as an officer only as an employee. He stated he was stilling complaining about the pat down because he opted out of the AIT.

Told caller
Anytime someone opts out of the AIT they would get a pat down for screening and that would be procedure. I explained to him everything that goes through the checkpoint would be screened. I explained to him I would take his complaint and forward it to the CSM so they could be aware this had happened to him.

1/11/2013 4:42:20 PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

Date and time: 1-11- 12 at 155 PM

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15
Disability Description: Wheel chair bound, metal implants and mobility disability.

Incident Details: Caller states he had a complaint about the service in O Hare. He wants to speak to a CSR for TSA at O Hare. He had an address for O Hare he wanted me to verify. He wants to know what I can do for his complaint.

Told caller
To speak to someone at O Hare, he maybe able to speak to the CSM or maybe a TSO. He wanted me to tell him who he could talk too. I told him if he wanted to call the same number he had called me on he could listen to the IVR and chose option number 5 to get a number for a CSM. If someone did not answer he could leave a message and they could get back up with him. I told him I could take his complaint if he did not want to call. I would take the complaint and forward through an email to the CSM. He would not give me his complaint. I then let Jeff speak to him about his complaint.

1/12/2013 10:55:45 AM

Escalated to Superviso (b)(6) I spoke with the caller who complained that today while going towards gates K and L at ORD in a wheelchair to be screened at the checkpoint, he had an altercation with a TSO named (b)(6) . It appears that the TSO made him go through the AIT scanner after the caller asked not to do so, due to his inability to stand for long periods and an imbalance issue. He told them that he could not raise his hands in the AIT scanner because he would fall, he said that the officers completely ignored his requests and comments.

At this time the caller asked to rather go through the metal detector and the TSO told him no, at which time he allegedly was accused of yelling at the TSO escalating the issue to an STSO, who the caller accused of being extremely rude to him, berating him for his conduct.

The caller said that he was angry because everyone was being rude and insensitive to his disability, causing him to nearly fall because he was loosing his balance and his legs were going weak.

In addition, he was administered a patdown because he has metal implants in his feet, legs and hips.

He made a statement to me that he felt like ORD TSA officers always discriminate against people with disabilities, so I asked the caller if he felt discriminated against due to his disability, he said yes, therefore I gave him the email address,TSA-CRL@tsa.dhs.gov where he could submit his complaint in writing. He said that he would send his complaint there and that he would notify the CSM as well about how he felt.

I gave him the CSM s number and email address due to the gravity of the complaint.

Dear TSA:

I would like to follow on our complain with your employees at O'Hare International Airport at Chicago.
The complaint is due to their refusal to opt-out our child from electromagnetic screening.
We were not allowed to pass through the Priority check point at Terminal 3 (as we did not want to use the AIT there - the only option offered to our child). She (11 years old) was refused pat-down either at that or the next point.
The basis of the refusal was a new rule, prohibiting them to pat-down children under the age of 12 years.
The reply below suggests that this is not the case.
And it was not when we traveled in August, when she was still 10.

Since we travel often, I would like to know what is the reply from the Customer Service Manager at O'Hare.
We have not received one to this point.

1/12/2013 3:04:22 PM

We understand, that for the majority of people the pat-down option is the one they have concerns with.
For our family is the other way around - we do not mind human contact and the TSA employees have always been extremely professional.
However, as scientist working with radiation I am concerned about the effects of EMR (the FDA and NIST studies need to be disclosed and discussed before they can be broadly accepted).
Thank you for your concerns and the time found to address ours.

(b)(6)

--------- Forwarded message ---------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com>
Date: Mon, Dec 24, 2012 at 9:23 AM

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.

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: 1/14/2013 2:36:55 PM

1/14/2013 4:11:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight AF028/ 26 December 2012
IAD Washington Dulles International Airport
Terminal A
Comments:Hello,
I am sending you this message concerning my experience through the security screening at the Washington Dulles Airport, as I was traveling on an international flight. I was asked from a TSA agent to go through one of the new x-ray scanners, but as I was concerned about my safety and the effects that the exposure to x-rays might have on my body, I asked the TSA agent if I could avoid going through it. The TSA agent told me that the machines were completely safe, and insisted that I go though the machine. There was no sign anywhere saying that I had the right to refuse and to choose another way to be screened. I was surprised about it, and looked for some more information. I found on the TSA website on the "Screening" category of the frequently asked questions, that "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." But as I wrote before, there was no sign anywhere letting me know about that information, which is wrong because it could have prevented me from going through these machines.
Best regards,
(b)(6)

Disability Description: Caller was flying thru MIA and did not like her patdown.

Information Request: Wants to know if a notification card could prevent her from needing two patdowns.

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.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.
If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. 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.

1/15/2013 1:01:08 PM

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger s sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Offered the information by email but she was already on website.

Caller is a flight attendant for Southwest. She had an issue this morning. She was at the early morning check-in. She was told she couldn't t go through security until 4:30. All of the workers in the airport went through screening while she waited. She had to check-in at 5:00. She wanted to allow 10-15 minutes to be at work. The supervisor didn't t open at 4:30, she had them wait 20 minutes. She said that the supervisor who was working that checkpoint said it was because they had to change a few things but she still allowed the airport workers through. She wants to know why flight crew aren t treated fairly. She let regular customers go in when the flight crew did and she said it was like a mad rush of people everywhere. She said that she was humiliated because all of the passengers were watching them as they were denied screening at the checkpoint. She said that the flight attendants had to run to get to work. Caller wants to know if all of the flight crews everywhere get treated this way. She doesn't t understand why people who work in the airport get to have priority over the flight crew members. She said that she has been a flight attendant for 33 years so she knows how screening is supposed to go. She said that the supervisor at the checkpoint did not need to work for TSA because she had no idea what she was doing.

1/15/2013 2:20:28 PM

Information
Airport- Dallas Love
Airline- Southwest
Location- There is no gate, it happened at the entrance of Love Field

Advised caller that I would send her information to a CSM. Told her that I cannot tell her how the officers prioritize who they screen at the checkpoints or when the screening begins.

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.
Told the caller that this is all of the information that we have a about crewmember screening.

1/15/2013 2:50:14 PM

Caller said she just had a awful experience with a rude screener at BOS. She said she was trying to get through the checkpoint at BOS on January 15, 2013 around 2:15pm she was trying to board a Jet Blue flight 1177 Gate 30 in route to EWR. She said she flies through this airport once a month and never has any problems but today was different. She said she had been in the airport since 12:00 pm. She said she was in line for 40 minutes before reaching the ID checker. She said as she was going through the WTMD her bangle bracelet alarmed and she was asked to step aside. She asks if she could go through the AIT and was told that is not procedure to step aside. She asks can I have a pat down because she could not get the bracelet off. She was told by the TSO yes she could have a pat own but he did not say anything to anyone about her pat down and to step aside. She stood there for 15 minutes and nothing happened no one was called. She said at that time she knew her plane was getting ready to leave. She said she broke the bracelet to get it off of her arm and ask the TSO if she could go through now. She was told by the TSO to go to the end of the line. She said another passenger told her she could put her bracelet in her bin for screening. She said she waited for her bracelet to come through and it never did. She said finally the person that cleans the bins asks her if the bracelet he picked up off the floor was hers and it was. She went onto the catch her plane and it was too late to board. She then went back and asks for a supervisor (b)(6) came over he called over what she called the manager (b)(6) and she told him what happened. His comment was he did not believe her. She said view the video and you will see and (b)(6) told her no. She said the screener that was so rude to her was (b)(6). She said she has flown through this airport a lot and always has the same bracelet on with no problems. She describes herself as in her 40s short with blond hair, black shirt, jacket and boots on. She is still in the airport and waiting for a 6:30 pm flight to EWR.

I apologized to her for her experience and told her we do track trends. I told her because your complaint concerns an incident that occurred at a specific airport we have forwarded a email to the Customer Service Manager for review.

1/16/2013 4:15:23 PM

The caller did not want to provide me with any contact information. She flew to NY from FL. She had a bad experience. She has urinary incontinence and wears adult diapers. She also had a bandage or dressing on her leg and arm. The caller stated that the officer at the security checkpoint attempted to remove her bandgages. The caller stated that she was treated rudely and that all of her items were screened and touched. She is angry because even her money was xrayed and touched. I advised the caller that I could not comment on what was going to happen at the security checkpoint. I also advised the caller numerous times that I could not comment on what occurred at the security checkpoint as I was not there during her screening. I advised the caller that she could file a complaint but she declined to do so. I also advised the caller that she could be screened with her bandages in place. The caller kept asking about her pads. I had to advise the caller repeatedly that I could not tell her what would happen at the security checkpoint. I advised her that if the AIT alarmed then she would have to undergo a patdown. I advised her that it was a generic outline of a body and that there would be an X where the alarm occurred. I advised her that the officers would not know if it was a pad only that it was an alarm. I advised the caller that she could bring grooming products that were 3.4 ounces or less and that were in a clear plastic resealable bag. I gave the caller a basic outline of TSA precheck as she asked me if there were going to be changes in the future. I advised the caller that she could also take a big pocketbook. She kept asking me if the same thing was going to happen to her the next time she flew. I had to repeatedly advise her that I could not comment on what would happen at the security checkpoint. I advised her that I could apologize for her screening procedure and that was all I basically could do. I also advised her that she could file a complaint but she declined.

As the caller attempted to proceed through the TSA security checkpoint, he indicated to the TSO on duty, (b)(6) that he was unable to lift his left arm above his head for the AIT scan. After being cleared, the caller indicated that the TSO informed him that he did not believe that he was unable to raise his arm. The caller asked to speak with his supervisor, and told him that he knew this treatment was a violation of TSA policy. The supervisor informed the caller that he had illegally obtained that information, and led him to a police officer who requested his ID. The caller did not have the name of the supervisor, but wanted to file a formal complaint as he is afraid that the TSA will place him on a watch list. He also wanted to know who he could contact for a status update on the investigation into this matter.

Flight Information:

Date of Flight: January 17, 2013
Departure Airport: DEN
Airline: Delta Airlines
Flight Number: 1608
Terminal and Gate Numbers: C40

1/17/2013 10:20:29 AM

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.

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.

I gave the caller the contact information for the CSM at DEN:

Name: (b)(6)
Phone:

The caller is a frequent flyer. He is concerned with the fact that he has to remove his belt. He stated that he was not able to find the rule stating the passenger have to remove the belts. He stated that he read that TSA strongly suggests that recommends that passengers remove belts. He stated that his home airport has recently started to allow passenger to leave on the belts at MHT. He stated that he has a metal knee replacement so he has to undergo additional screening. He stated that the supervisor at BWI told him that he has to remove his belt before screening.

I advised the caller that the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

1/17/2013 11:02:54 AM I advised the caller that I can

The caller flight details are as follow:

Departing Airport: BWI
Destination: MHT
Airline: Southwest
Terminal: First Terminal
Gate:5
Date and Time: December 28th, 2012 @ 6:00 pm

1/17/2013 3:13:42 PM Caller went through multiple security screenings through AIT and then a patdown at the SFO airport. She wanted the number to the CSM at the SFO airport. Told caller that SFO has a private security firm that conducts the screening procedures and told caller how to contact the SFO airport.

1/18/2013 10:23:24 AM Caller was flying out of the JFK airport on 01-18-2013 going through the checkpoint at 9:00 am flying on American Airlines flight number 1749. She opted out of the AIT screening and a TSO by the name of (b)(6) told her to wait to undergo a patdown procedure, caller said she was worried about missing her flight and voice her concern to the TSO who in return told her that they did not care if she missed her flight. Caller said that the TSO was very rude to her. Told her that I will forward her complaint to the CSM at the JFK airport to review the complaint. Caller did not provide her email address.
Caller took a flight from San Diego to Detroit to Cincinnati. While she was in line, 2 Delta agents cut in front of her, so she had to go thru the body scanner. She has had 6 sets of xray.

1/19/2013 10:28:19 AM Advised caller:
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.
Screenings using AIT are voluntary. Signs are posted in front of each AIT location advising passengers of this right.

Caller stated:
He has missed a flight due to TSA. Caller stated that according to the Air Tran website it advises passengers to arrive to the airport 1 and a half hours before their flight. Caller stated that he arrived to the TPA airport at 1:50pm for a 3:20pm flight. Caller stated that he went to the ticket counter and checked his luggage but was delayed there and got to the screening area about 30 minutes before his flight. Caller stated that he informed the officers that he was running late for his flight and requested a expedited line but they directed him to go through the normal line. Caller stated that he opted out of the AIT and went through a pat down. Caller stated that he got to the boarding gate at 3:18pm and his plane was already leaving. Caller stated that he is now going to lose his job because of missing his flight. Caller refused to provide a email and stated that he would prefer to be contacted by phone a (b)(6) Caller wanted to know if there was anything he could do to expedite screening in the future.

1/20/2013 5:01:22 PM Advised caller:
Since his complaint involves screening at a particular airport I would forward his complaint to the CSM there.

Advised caller that TSA recommends that travelers arrive 2 hours in advance of their flight to provide time for screening and boarding.

Advised caller that the only way to expedite screening at this time is the PreCheck program. Advised caller that he could enroll into this either by opting in through an airline or by joining one of the CBP s Trusted Traveler programs. Advised caller that the TT programs are ran through the CBP and he could reach them at 877-227-5511.

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: 1/20/2013 8:38:38 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis, Saturday, 1/19/2013.
Comments:Dear TSA: I got a form response from you today which did not address the false positive explosives alert at this airport which resulted in a humiliating, frightening, and highly public experience for my daughter at the hands of staff who treated her like a criminal - guilty until proven innocent - when there was obviously another explanation - glycerin based hand cream. My original complaint is attached below, followed by the form response.

1/21/2013 9:24:27 AM

MY ORIGINAL COMPLAINT: "My daughter (b)(6) was subjected to a real ordeal today by TSA employees in Lincoln, Nebraska when her person and several items in her carrying luggage reportedly set off an "explosives alarm" (4 "alarms"- their term - in all, I was told by the employee, who called me over to watch her stuff while she was subjected to a thorough, repetitious pat down by female TSA staffers). The entire line came to a standstill while this happened. TSA staff did not appear to be in a problem-solving frame of mind even when it was obvious, after looking at every single item in my daughter's purse and on her person, that there were no explosives present. The "alarms" were related to my daughter's hands (here's a clue), clothing, and her cloth computer sleeve. I told the TSA gentleman that we had been in Nebraska visiting relatives for three days and she was never out of direct contact with family members. After she was reluctantly cleared to go, we looked at the ingredients in the hand cream she was using religiously in the dry air of wintry Nebraska, and sure enough, it was a glycerin-based product. A quick look online will provide ample indication that this is a frequent cause of false positive explosive alerts for TSA screenings. Live and learn, I suppose.

It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.

I know this is not an unusual occurrence. What was unusual was this staff's extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.

Thanks for your assistance in this matter."

YOUR RESPONSE: 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.

The following has been sent to TSA Seattle as well as Port of Seattle Police.

(b)(6)

JAN. 17, 2013

BRIER, WA 98036

PORT OF SEATTLE POLICE

2711 ALASKAN WAY

1/22/2013 8:19:55 AM

SEATTLE, WA 98121

HOMELAND SECURITY/TSA

17801 INTERNATIONAL BLVD S.

BOX 309 SEATTLE, WA 98158

Tsa-contactcenter@dhs.gov

COMPLAINT: SEATAC AIRPORT

DATE: JAN 4, 2013

Disability Description: Callers mother uses a walker. The last time she went through security screening at MCO on Feb 6th 2012 12:05pm on Delta Airlines she was asked to walk without her walker. She is getting ready to fly again from Detroit to MCO.

Information Request: She is needing to know the screening process for her mother since she is not able to walk without her walker. Will she be required to take her leg braces off during screening. Caller is needing to know if she will be permitted to go through the screening process with her mother if she is not flying.

Response Details: Her mother will need to inform our officers of her condition and of her ability once she gets to the screening checkpoint. Since she is not able to stand or walk without her walker she will not be able to go through the AIT screener and will have to go through a patdown screening. She is permitted to request a private screening room at anytime during the screening process and a friend or family member will be permitted to go in the room with her during screening.

1/22/2013 11:22:31 AM

She will not be required to take her braces of during screening if she is not able to.
If a non-traveling companion wants to accompany a passenger to and or from the boarding gate, he or she is required to go to the airline ticket counter and show identification and request a gate pass to gain access to the secured area. After receiving a pass, the companion will be required to show the gate pass and valid, Government-issued photo identification at the TSA screening checkpoint to undergo security screening and proceed to the boarding gate area.
Provided her with the contact number for the CSM at MCO since she did not want me to send the information to the CSM.
Email not sent.

Incident Details: Caller stated that she did not feel that her mother was discriminated against and that it was just poor customer service.

Caller left MCO on Sunday 20 Jan. 2013 at or around 1300 hours on American Airlines flight AA2291 departing at 1630. Caller states that he went through the handicapped line and he did the normal screening procedure. Caller went through AIT and an anomoly appeared around his waist band. Caller states that he recieved a patdown from an officer described as a white male approximately 5 10 abnd being approximately 40 YO. Caller indicates that the subject weighs between 150-160 lbs with short, light brown hair.
Caller states that the officer noticed a pouch attached to his waist band and inside of the pouch was two fifty dollar bills and approximately 6-7 one dollar bills. The caller removed the pouch and handed the pouch to the screener. The caller states that the screener walked the pouch to the entrance of the X-Ray machine where the screener took an unusual amount of time to place the pouch onto the belt. Caller indicated that the length of time to put the item on the belt was at or around 2 minutes. The money was missing from the pouch when it was returned to him. Caller is concerned that this individual is taking advantage of senior citizens. Caller is wanting to file a claim for the items as well as give information about the subject.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

1/22/2013 2:57:55 PM

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.

Contact Information:
Email: (b)(6)
Phone: (b)(6)

Caller flew out of Newark on Jan 18th had a 2:30PM flight on United out of Terminal C. Passenger went through screening at 1:15PM. He requested a patdown because he does not like the AIT machine. The TSA officer at the checkpoint was rude and made him put his wallet through the x-ray machine while getting the patdown. The passenger asked for his wallet not to leave his sight; he then asked for a Supervisor. She was also rude and he said this isn t a major complaint but he wanted to make TSA aware the agents at the check point was (b)(6) and the Sup was (b)(6) Badge# (b)(6) The Supervisor would not give their infomation until they seen all of the passenger ID once again even though he was in the sucure area. He also requested that the CSM at Newark give him a call back that way he know the situation has been resolved.

1/22/2013 3:37:18 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.
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.

Dear TSA,
You just sent me an answer to my complaint saying "
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. "

The woman I was referring to didn't receive a patdown nor did her child. They simply had the body scanner waived, walked through the metal detector and had none of their liquids inspected. Upon my inquiry with a few friends. I've received numerous confirmations that apparently women with children are not subject to the same rules as everyone else and receive special treatment based on the sheer fact that they have a child with them. I find this utterly unacceptable.

Regards,

(b)(6)

Sent from my iPhone

On Jan 23, 2013, at 6:27 PM, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

1/24/2013 8:51:54 AM

> Thank you for contacting the Transportation Security Administration.
> While many routine inquiries can be responded to in less than 48 hours,
> some responses that require additional information may take longer.
> The Contact Center's frequently asked questions
> <http://www.tsa.gov/contact-transportation-security-administration>
> page has answers to the most common inquiries we receive from the
> public.
> If you are writing to find out if you can pack a certain item in your
> carry-on or checked bags, you can use our "Can I bring my _____
> through the security checkpoint?" tool located on the www.tsa.gov
> homepage. Just type in the item name into the box, hit the "submit"
> button, and the tool will tell you if it's permitted or prohibited in
> both carry-on and checked bags.
> The Travelers <http://www.tsa.gov/traveler-information> page has a
> great deal of information, including acceptable IDs, traveling with
> liquids, special medical needs, tips for members of the military and
> people with special medical needs, the prohibited items list, and tips

-----Original Message-----
From: (b)(6)
Sent: Sunday, January 20, 2013 2:50 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Christine Condry

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

1/24/2013 6:00:46 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?
The Eastern Iowa Airport

1/25/2013 10:01:35 AM

Caller was flying out of MSY airport, she opted out of the ait screening and had to wait for a long time for a female tso to show up to conduct a patdown procedure. This occured on 01-21-2013 at 9:00 am, she is upset that it was time, she was flying on US Airways. Told caller that I will document her 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: 1/27/2013 9:54:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening

1/28/2013 8:18:26 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AC 8620 from Atlanta, GA leaving Jan 27th at 1140am
Comments:Today I was on a flight from Atlanta, GA back home to Toronto, Ontario and I have a complaint about the way my security screening was handled in Atlanta. I have a disability and arrived to the security check point in an airport wheelchair. When I arrived they took the forearm crutch I use to put it through the x-ray as usual, and gave me a cane that they had on site that was not made of metal for me to use. However, rather than going through the metal detector, the security agents proceeded to attempt to make me go into the AIT body scanning machine. Well on your website it specifically says:

"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. "

Well for me this is not the case so I wouldn't have been able to go in this machine. You would think that when someone arrives in a wheelchair that this would be obvious. However, the staff were extremely insensitive. I think that the staff at the Atlanta International airport should be more sensitive and knowledgeable about security screening for people with disabilities. I think additional training is required. Even the woman they made do my pat down told me that they should have never made me try to go through it. They seemed very annoyed that I wouldn't go through and it was a very uncomfortable situation. They also made a scene yelling really loudly "OPT OUT" like I was somehow causing a disturbance just because I wasn't going through the machine. Not only do I have medical issues that would not make it possible for me to go through it, but the radiation caused by exposure in these machines is not acceptable to be required to go through. If staff are unwilling or resistant to doing pat-downs if people don't want to or physically cannot go through these machines then they should not be working in such a position. Today I witnessed everyone in the line be made to go through this machine, which I find very ironic considering it was announced recently that these machines will shortly be removed from airports throughout the US. Disgraceful.

The caller was flying from CLT around 7:30 AM. He stated that he was subjected to additional screening and his apple phone charger was broken. He stated that the screener was very rude and he kept telling the passenger that he did not see any damage. He stated that he was flagged at CLT during screening because of his stridex wipes. He stated that when he went through PIT on his original flight, he was not flagged. He asked why he would have been selected for additional screening. He stated that he is 16 years of age.

His flight path was: PIT to CLT and then back from CLT to PIT. He was not flagged for additional screening at PIT on the first flight but was flagged at CLT on the way back.

I apologized to the caller that he had this occurance. I explained that he can file a claim for the damaged charger by completing a standard claims form. They are available on our website, www.tsa.gov, or I can email the forms with in 24 hours of this response.

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.

I 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.

1/28/2013 12:08:28 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.

The callers flight details are as follow:

Departing Airport: CLT
Arrival Airport: PIT
Airline: US Airways
Flight Number: 1904
Terminal: Not Provided
Gate: B Line 2
Date and Time: January 28th, 2013 @ 7:30 am
He stated that the screener had white hair, italian, and about 5 foot 6 inches. He stated that the supervisors name is (b)(6)
Caller said that she and her husband flew from Phoenix to Burbank and then back from Burbank. She went through the screening and then was told to put her left foot in front of the TSO and her leg was patted down. She said this happened in Burbank when she flew in October as well. She said there was no alarm. She wanted to know why her leg is being patted down. She asked if she should call someone at Burbank to ask why her leg is patted down. Caller said that the TSO did not act inappropriately. She is getting aggravated because her leg is being patted down.

1/28/2013 1:37:54 PM

I gave the following information: Additional screening may be triggered by a number of factors such as random selection, or alarm resolution. 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.

I told the caller that TSA does not keep records of paldowns and I do not know what triggered the patdown. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code. I told her that the airport will not be able to tell her why she got the patdown either.

I am writing to let you know about my experience at the Sacramento airport this morning. I am a frequent business traveler and now as a pregnant traveler, I prefer not to go through the AIT scanner. Yes, I understand the TSA has said it is safe for pregnant women & their unborn children. However, many experts are unconvinced that this has been proven (there are no long term studies) & in Europe these scanners are not allowed to be used on a large scale without a medical reason. For these reasons, I choose to opt out.

This morning several travelers were waived through the alternative metal detector next to the scanner. I asked if I could use that instead of the body scanner but was informed by the TSA agent that I can't "ask" to go through it and would have to go through the scanner. I requested the pat down instead.

With regard to "asking" to go through the alternative metal detector, I object to this policy and to the TSA agent's handling of the situation. I am obviously pregnant and, given an alternative, I think all pregnant women should be able to opt for the metal detector if one is available and should not have to be subjected to an unpleasant and much longer "pat down."

1/28/2013 3:55:29 PM

I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Caller stated that on 01 28 2013 they flew on American Airlines flight number 299. As they were going through the security checkpoint at MIA, the caller stated that he felt like they were being racially profiled by the TSA Agent (b)(6) Caller stated that Agent (b)(6) who is black, made his wife, who is white, go through the AIT machine at least 5 to 6 times. The caller went on to say that a TSA supervisor badge number (b)(6) was called to the seen and told them to go ahead and proceed through the check point. Caller stated that the TSA Agent (b)(6) was accusing the Turners of being confrontational, which they denied. Caller stated that he could sense that the supervisor may of been unable to control his agents. Caller stated that they wanted to be contacted to discuss the matter further.

1/29/2013 11:13:19 AM

Gave the caller the following info:
General complaint: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Every person and item must be screened before entering each secured area. We regret that you found your experience to be less than satisfactory. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

1/29/2013 1:40:28 PM	Caller is an American Airline employee. He had been disconnected twice when transferred to MB. Accepted TRF. Apologized to caller for issues during transfer today. I asked caller how he feels he was discriminated against. Caller stated to say he was discriminated against that is a little harsh. He stated he conveys 2 concerns. He is an airline Captain with American Airlines and FFDO as well as global entry member so he has had extensive background checks. When he chooses to travel out of uniform he still has those background checks and is a low level security threat. He agrees with the security but where it falls apart for him is in the last 2 years he is selected every time he flys out of uniform. This has happened at different locations: West Palm Beach, DFW, Ohare, JFK and Detroit Metro. His personal opinion is because the agents have the authority to select and in his case for whatever reason they exercise that power. None of the equipment alarmed, he was just chosen for extra screening. He does think it could be petty jealousy and to test his theory a couple of times recently instead of displaying his airline credentials (as he normally does) he used his FL drivers license instead. That takes him from airline personnel to general public and he was not chosen for extra screening. He feels the TSA looks bad because of this. What he is submitting is that he is being selected unfairly because of his airline background. He flew 1-25-13 from West Palm Beach and was out of uniform and he displayed his airline credentials. When they chose him for extra screening he asked for a supervisor and they could not say why he would have been chosen. Next the woman who came was in street clothing and he assumed she was the CSM. She told him it is in the SOP and she cannot provide it to a traveler. I explained the CSM could not give him the SOP information or give to any traveler because that is guarded information. Told him I could possibly send something over to West Palm Beach.
1/29/2013 2:08:04 PM	Caller flew from greensboro airport and was bringing her sons diabetic medications, pump and kit. She declared to the tso at the checkpoint that her son diabetic pump can not go through xray screening. During screening a Female TSO told caller son to go through AIT screening while he had his pump on his body. Caller told the TSO at the screening area to allow her son to disconnect his pump, the tso told caller that the pump will be ok and told her child to go through the AIT screening. The incident occured on 01-27-2013 at 11:40 am flying on Delta Airlines. Told caller that she can ask for her child to undergo a patdown procedure instead of going through the ait screening or etd screening to be cleared.

This is the same automatic reply as previously received.
I want to have a copy of the actual policy and procedure for this. There is nothing of sensitive nature to this, and does not require a FOIA request.
As noted below, the requirement is that the TSA officer use the back of the hand for sensitive areas, and your TSA officer used the inner palm of her hand to rub my perineum to the point where I felt it on my clitoris and labia.
If I would have had a dress, would she have put her hand up my skirt! Is the same procedure followed for those of the muslim faith that wear full length garb?
You have NOT responded to my question. You have had adequate time to review the film - was this done? I gave you the exact gate, time and screening post. There is not excuse for any of this, and I am not going away until I see that this is investigated.

(b)(6)

On Tue, Jan 29, 2013 at 3:03 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote:

1/29/2013 4:07:07 PM

Thank you for your e-mail regarding patdown screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

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

1/29/2013 5:17:06 PM

Caller stated:
She went on a berevement trip on Thursday with her husband and son. Caller stated that they flew out of DFW and returned through LGA. Caller stated that she took a concealed carry course in July and has seen many people put their hands up in a submissive fasion. Caller stated that going through the AIT the stance with the hands in the air looks like someone for a line up in a police station. Caller thinks that the picture for the AIT needs to be more childlike.

Advised caller:
The image for the AIT is a standard picture for the machines across the country. Advised caller that this is SOP for TSA nationwide. 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.

Caller stated her friend flew from Orlando to Frankfurt Germany on Flutanza. Caller stated her friend had two hip replacement and TSA insisted that she went through the AIT. Caller stated she wants to complain about Customs and Border and broke the lock on her suitcase. Caller stated her friend wanted to know why she had to go through the AIT even if she has a doctors note.

1/30/2013 9:42:28 AM

Advised caller the following information:

Advised caller if a passenger has a doctors note about their disability that doesn t exempt the passenger from being screened. If the passenger set of any alarms of the WTMD or the AIT the passenger would be subject to a patdown to resolve the alarms.

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: 1/30/2013 1:19:35 PM

1/30/2013 2:05:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight DL4786, SLC airport, terminal 2
Comments:I want to be clear that the TSA agents I encountered were professional and courteous. This is NOT a complaint about them.
After opting out of AIT screening, my enhanced patdown (which I knew going in that I would be receiving) alarmed after the glove check. I was extremely irritated to find that the second patdown could not take place where the public could see it. If you don't want the public to know that some patdowns require the front of the hands over sensitive areas, perhaps the TSA shouldn't be doing it.
It was my choice to opt out, and knew that all of this was a potential consequence of that choice, but the TSA often publicizes how few complaints they get, and I just wanted to go on record as saying that I am not okay with your screening methods.
Thanks.
Caller is worried about radiation and wants to opt out of the AIT machine and wants to know how much radiation they get from an airplane flight, told caller

1/30/2013 8:28:01 PM

She can opt out of the AIT machine and recieve a pat down instead.

TSA has no jurisdiction over the planes themselves.
Caller wants to file a complaint because when he was flying out of LAS, he was going through Gate C and went through the AIT machine got his items back out of the bin. Went to the secure area he noticed that he was missing his $300 pair of sunglasses. He went back to the checkpoint and was asking the lady that helped him through if she had seen his sun glasses, she assited him to the lost and found and they did not have his glasses and as he was standing talking to the tsa agent he noticed his glasses were sitting under the counter on a shelf. He told the lady that those were his glasses and she ran quickly to them and puts her hands over them, then asked what kind of glasses he had and he told her the brand and she didn t want to give them back because he prononced the brand differently so he said he got irate because he felt like she knew they were very expensive glasses and she was trying to steal them he asked to speak with a manager and he felt like the manager did not take it very serious because he did not want to write a complaint he said he would just have a talk with her because they never have complaints and he didn t want to issue one. He felt as if she was doing this to many other passangers and this issue should be resolved.

1/30/2013 9:12:23 PM

Airport-Las Vegas
Airline-Southwest
Gate-C

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.

Caller flew from Minneapolis via Sun Country to Fort Meyers and then back a week later. She was screened by one of the machines and wants to know what it was. It was not the walk through metal detector. She wants to know if it shows a detailed image of the body. She asked if she can request a patdown rather than use the machines. She also heard that they were removing these machines. She said that she was in a wheelchair and was made to rush through and it was not a good experience.

I told the caller that the machine she most likely used is the AIT. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body.

1/31/2013 1:05:30 PM

Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor. Passengers are able to view the same outline that the TSA officer sees.
The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013. One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security. By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional and she can request a patdown at any time.

Caller is at Ronald Reagan Washington National Airport. She went through the checkpoint on 2 01 2013 about 9 am. She has an artifical limb from the knee down. She said that she went through the AIT and then was sent to machine that took pictures. She said that she flies all the time and this is the first time this has been done. She said the lady who performed the screening did not know how to do the screening. She stated it was not done the right way. She was not offered a private screening. She said that it was very embarrassing. She asked to speak with a supervisor. She spoke with supervisor Howe. He told her that procedure was followed. She said her screeing took 35 minutes. She did not get the names of the screeners. She said the first lady was a black lady and the second one was a foreign lady. Her ID and boarding pass was checked when she got to the checkpoint. She said it should have been checked again during the screening and it was not. She wanted to make a complaint.

2/1/2013 9:38:36 AM

I gave the following information: Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, a prosthetic is subject to additional screening. A TSO will need to see the prosthetic device, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a prosthesis.
I advised the caller that her id and boarding pass are checked when she arrives at the checkpoint.
I apologized to the caller for her unpleasant experience and told her that I would forward her record to the CSM at Ronald Reagan Washington National for review.
Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

I offered:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

2/2/2013 1:41:26 PM

or vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Flight information:

Flight Path: Austin to ATL
Flight date time: 2 1 4:47pm
Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email (b)(6)

The caller wants to know the policy for spinal stimulator remotes.

Advised Caller:

I do not have an exact answer for the romote but for similar devices my information states:

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. 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.
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, can be subjected to Advanced Imaging

2/2/2013 3:30:55 PM Technology (AIT) screening, or x-ray screening.

The caller stated that he thought this was the policy for reading on the web site. But his dad went through a screening checkpoint with medical documents regarding the issue be the screening of the remote has previously cause the stimulator to bring him to the ground. He requested that it not be x-rayed and was told that it had to be. He stated that they had spoken with law enforcement regarding the issue as well. He was given the CSM contact information at the airport for was told that they do not work weekends. I verified the contact information and advised he get in contact with the CSM to address this issue.

Adivsed 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 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. If you had his flight details I would forward a copy of this record as well.

The caller stated he did no have the flight details at this time. I informed him i would still document his complaint and notify my supervisor. I appolized for the happening.

The caller flew to SFB. He has retruned to JFK as of yesterday. He stated that when he took his shoes off for screening he stepped on something in the floor. He has a bump on his foot. He asked if there is anyway to keep from removing his shoes in a unsanitary envirorment. He has to go to the doctor. He asked how often the floors are cleaned and if they are sanitary.

I advised the caller that screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement. Travelers who wish to wear foot coverings during the screening process are responsible for bringing them to

2/2/2013 6:34:34 PM the security checkpoint.

I explained that I will forward his complaint to the CSM at SFB for review and provide them with his contact information in the event they need to contact him concerning the incident.

The callers flight details are follow:

Departing Airport: SFB
Arrival Airport: JFK
Airline: JetBlue
Flight Number: B6284 @ 7:55 pm
Gate: 3
Checkpoint: on the right side of the airport
Date and Time: 02-01-2013 @ 5:00 pm

-----Original Message-----
From: (b)(6)
Sent: Saturday, February 02, 2013 6:21 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), Portland OR 97217

2/3/2013 9:08:32 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?
McCarran International Airport

Caller stated:
He wanted to file a formal complaint stating that he feels sexually assualted after going through the AIT machines and that it is very inappropriate for a female to see the image of him going through screening. Caller stated that it is also inappropriate for the officers to tell him to have a nice day after being going through the machines.

2/3/2013 11:29:38 AM

Advised caller:
The AIT machines show a blank image and do not actually show his physical person and it is also vouluntary for passengers to be screened by the officers. Advised caller I would document his complaint for him and be sure to include that he feels it is inappropriate for the officers to tell him to have a nice day.

Caller requested a supervisor.

(b)(6) took over call: Caller states he feels that being told to have a nice day after he is screened in his words sexually assaulted is wrong. Advised caller his complaint will be noted. Caller stated he just needs to take a shower, I then disconnected call.
Caller flew from McAllen Texas. Caller said she saw the genitals of a person being screened by the AIT. Caller said the TSO was taking tickets and then she saw the TSO go over to the screen where the screener was looking at the image of a person being screened. Caller said the TSOs were laughing and caller said she thought TSA had stopped using those machines. Caller wanted to know what her rights are regarding a situation like this. Caller said it was clear to her that the TSOs did not care.

2/4/2013 12:02:24 PM

I told the caller that she can request a patdown instead of going through the AIT.
I told the caller she can ask for a supervisor, and there is always one at the checkpoint. I told her it is not advisable to get confrontational, but to point out to the supervisor what is being done wrong.

I told the caller I will forward her complaint to the CSM.

Caller stated:
She wants to know if there is a program that allows her to bypass the screening. Caller stated that she always opts out of the AIT and wants to know if there is a way she can go through a TSA background check that would allow her to bypass the patdown and go through the checkpoint. Caller stated that she will be flying out of DCA with US Air.

2/4/2013 3:16:24 PM

Advised caller:
There is no way to bypass the screening methods. Advised caller that all persons traveling through the checkpoints must be screened and there is not a program that would allow her to bypass these. Advised caller that if she opts out of the AIT then the normal procedure is that she would be screened by a patdown.

Caller wants to know about the security screening at the airport. Caller wants to know if it is an x-ray, because she is a cancer survivor. Caller went through the AIT machine and had informed the TSO that she cannot have any x-rays, because she is a cancer survivor. The TSO stated that these are not x-rays and proceeded that the passenger walk through the AIT machine. Caller wants to know if there are signs posted in the airport saying that each passenger has a choice for screening. Caller wants to know if TSA does not recommend the AIT for cancer patients. Caller is very upset that she had no way of knowing that TSA does not recommend cancer survivors to opt-out for a pat-down. Caller had no way of knowing that having a pat-down was an option.

Caller is 78 years old, does not have a computer, and would like to make a complaint and suggestion. Caller hopes her suggestion will help people like her who did not know, and had no way of knowing that there are options for screening. Caller states that there should be a sign saying so due to the severity of the health condition. Life or death as she stated. Caller wanted to know who she can speak to about this. Caller wants to know what action will be taken and how she will know that something was done. Caller wants someone to contact her as far as the results of this complaint. Caller wants to know how long it will take to review this documentation. Caller wants to know how she knows if an action or no action was taken. Caller asked what happened to the previous machines and why they were taken out.

Complaint: Caller was not offered a pat-down once she informed the officer she was a cancer survivor. There is not a sign saying that cancer patients are not recommended to go through AIT and may opt out for a patdown instead. The TSO should offer passengers to be screened via patdown or the machines. The burden of being informed should not be placed on the passenger, but rather on the government to inform the passengers of the process.

Suggestion: There should be signs stating that every passenger has the right to choose either a pat-down or to go through the AIT. For those who do not have internet, in order to become familiar with TSA travel tips and to be informed, there should be another way of informing them via signs or have the TSO better inform the passenger of the process, their options, etc. Caller states that this is not a simple request, but rather it is very important that other cancer patiets, and all passengers are informed with this information.

2/5/2013 12:35:26 PM

Informed caller:
Apologized to caller. Thanked caller for the suggestion input.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

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.

AIT machines are not x-rays. These machines are made to help find metallic and non-metallic threats under the passenger s clothings. The AIT machine does not catch the metal joints that people have inside of their body, because it is just bounced off the outside of the body.

Clarified with (b)(6) and (b)( ) that this machine is in fact not an x-ray. Informed caller that I am not a radiologist and do not know the complete make-up of what the machine is exactly, but can assure her that this has been tested to be safe for those

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Remote Client IP: (b)(6)
Date Time: 2/5/2013 3:01:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Denver International Airport, Main terminal, North end security checkpoint
Comments:Hello,
To give you some background before I state my complaint, I've been a frequent flyer for a number of years and consistently a United Premier status member for at least the last 4 years. Denver was my home airport for the last 6 years. For various personal reasons, I've never been a fan of the AIT screening but gave in to that option over the patdowns. I've never vocally complained or voiced my disagreement w/that level of screening however my experience yesterday still has me feeling upset and violated.

2/5/2013 6:56:55 PM

Anytime I've gone through the AIT screen, a TSA agent has directed me to step aside after the scan until they get the "all clear" signal to let me through. On Monday, February 4, 2013, at approximately 11:45am Mountain time, I went through the north end security checkpoint at Denver International Airport. I utilized the Premier status line and then the western most lane of the open lanes at the time. I stepped inside the scan, was told to step through and as I was waiting for the "all clear", the female officer - without saying a word - picked my arms up and then cupped both of my breasts. Still not saying a word to me, I put my arms down and said "Excuse me?!" and her response was, "I was talking to him", as she motioned to her co-worker on the other side of the conveyor and went to cup my breasts again. I then said, "But why are you touching me? I went through the scan." Her response, "Well, the scan shows something", finally turning my attention to the scan monitor that showed a blur near my right shoulder. I said, "You could've explained that before touching me." She didn't say anything else to me (perhaps the male agent who motioned me through the scanner was supposed to tell me that I triggered something, but he didn't, and I'm just guessing for some explanation here). I was so in shock that I forgot to get her name; and over 24 hours later, I'm still very upset at this complete lack of respect and lack of privacy. I was traveling w/a friend and she was also surprised by what happened and could tell I was upset. I gathered my things and went over to the TSA desk in the checkpoint and told what looked to be a supervisor (in a suit jacket and tie) what had happened. He apologized for my experience and said it would be addressed. Again, I regret I didn't get his name either but was still in shock from being violated. I'm assuming there are video cameras in the security checkpoint area and these interactions would've been recorded.

According to your website:
"What do I do during a pat-down?
All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

Unfortunately, I wasn't given any of these rights, or explanation, before I was touched. I want to know how this has been/will be addressed and resolved going forward so other people do not have the same experience I had.

Caller had a bad experience with his wallet in his hand, he was told by TSO and supervisor he couldnt carry in his hand during the AIT screening.
The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

2/5/2013 9:43:53 PM

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.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.Caller was traveling thru Gate C Terminal 4.
Apologized for the rude screener and informed caller how to report the incident directly to the CSM thru option 5 on the IVR.
Caller flew on Jan. 26. She was taken to the security checkpoint and was told she would receive a patdown instead of AIT. Agent (b)(6) told the caller she may get a thrill out of it referring to a patdown procedure rather than going through the advanced imaging technology. Caller did receive a patdown from a female agent but the incident was very embarrassing for her.

2/6/2013 3:04:09 PM

Airport: PHX
Airline: Southwest Airlines
Flight number: 3225
Date and time: Jan. 26 9:30 am
Gate: B

Son placed a complaint that day to his boss, a Southwest employee.

I apologized and informed caller I would send this to the CSM.

Caller wanted to know more about the 4 amendment and TSAs ability to screen passenger, and if he can opt out. then to opt out of AITs, then if he can check a knive, told caller

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

2/6/2013 6:34:34 PM

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft. TSA policy is to afford passengers professional and courteous treatment.

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.

Travelers can check knives.
Caller stated that when he went through the West Palm Beach Airport, he placed items in bin and pushed it through the xray machine. He forgot the AIT screening device was in use and started to make his way through the metal detector. The TSO did not correct him verbally and direct him in the correct direction, instead the TSO stood there with a mean glare like he was about to get into a bar fight. The passenger claims to have felt threatened because the TSO stood there and just glared at him and had a very rude attitude. He stated that the level of unprofessionalism was uncalled for and he would never want to visit this airport again if they will allow him to act like this towards passangers.
He continued through screening and he apologized for the confusion he caused the TSO, and the TSO was rude and brushed it off and didnt say anything to him.

2/8/2013 10:11:31 AM

TSO: Large Male (about 6ft3in), had Pony Tail with salt and pepper color hair color.

CCR informed him that this information will be sent to the CSM at the airport and he can also contact them directly through opt 5 and typing in PBI

The caller stated that yesterday she went through the scanner and she was told that this is completely safe. She is concerned because she is 31 weeks pregnant. She stated that the TSO told her that that the AIT was safe for her baby. She stated that TSA will have a lawsuit if anything is wrong with her child. She stated that she asked if the system was okay. She stated that she was not told that she can opt out of the AIT. She asked if she can get some information about AIT in writing. She asked if I had went thourgh the AIT while with child or if I had used the AIT at all. She stated that the last time she flew she used the WTMD, and the AIT was not even there. She asked why we offer the option to opt out if the AIT if it is safe. She asked why anyone would want to opt out if there was no health concerns.

I advised the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam.

However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

2/8/2013 12:43:36 PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I explained that I can email the information to her and they TSOs are not required to tell her that the AIT is optional. I explained that I have used the AIT before, and I have went thorugh screening while with child before. I explained that the AIT is not available at all airports at the time. I cannot say why a passenger would opt out of the AIT, I do not have that information.

I explained that I will forward the complaint to the CSM at SMF for review.

The callers flight details are as follow:

Departing Airport:SMF
Destinatiohn: Eriry PA
Airline: United Airlines
Flight Number: 6510
Terminal: A
Gate: 15

Caller's wife went to FL yesterday. Caller states that at the airport, she was forced to go thru the scanner, even though she is pregnant. Caller states that the TSO never told her that she could opt out and receive a patdown. Caller states that she is worried about radiation and no alternative was offered. He says that her doctor is also concerned. Caller states that when she requested a patdown, she was told not to worry, the device is just like a sonogram.

2/9/2013 9:18:24 AM

Advised caller:
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 apoligize for your experience.
(NOTE: Caller stated that he would call back when he had gathered all of his information, after I stated that I could take his information and send his complaint to a CSM.).

Caller recently flew with grandson from San Antonio. She told them she had three joint implants. They were told he would have to walk through the AIT and tried to seperate him from his grandma. He is only 2 years old and he got very nervous and pleaded not to be seperated from the guardian. They went ahead and searched him with her holding onto his hand. He doesn t want to fly ever again. People came up to her and told her how sorry they were that they was treated this way.

2/10/2013 11:52:59 AM

Airport: San Antonio
Airline: Southwest
Flight No: GL8647
Date and Time: Thursday Nov 29th, around noon.
Terminal or Gate: Terminal 1
NOI: NA
Email (b)(6)
Phone (b)(6)

Caller Advised:
I will forward her information to the CSM for review and apologized for the inconvenience. If they need to contact her typically it will be done by email or phone.

2/11/2013 2:29:05 PM

Feedback Type : Complaint
Categories : Other
Current Date/Time : 2/11/2013 11:47:47 AM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/08/2013 11:15 AM Airline & Flight Number : wn 1097 Checkpoint/Area of Airport : screening TSA Employee: (If Known) (b)(6)
Comment : I work at the boi airport.Told craig when I went to the Screening line I didn't want to go thru the full body scan. He informed me he picked from both sides. Waited for the family in front of me to get ready for screening. The lane for the full body scanning was empty. after about 7 minutes she told me to go ahead of them When I got to the screening craig informed me I needed to go thru the full body scanning. I said really and his response was yes. Didn't want to argue but clearly I feel my rights were violated 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 is trying to submit a complaint online. Every time he writes it up and tries to submit it, he gets a did not wait 30 seconds . I advised the caller that the TSA contact center did not perform website maintenance but that I would be happy to hear about his complaint.

2/11/2013 2:54:27 PM

The caller was at West Palm Beach airport on 2 7 13. He was going through terminal B on his way to gate 14 for a USAir flight to DCA. Apparently when the caller went through the AIT machine, there was an alarm. No one informed the caller about an alarm. The caller stated that a TSO came over to him and started patting down his leg with no advance warning. The caller stated that he screamed at the officer because the officer did not tell him about the alarm or even ask his permission. The caller stated that it was like an assault. The caller also stated that he screamed at the supervisor at the checkpoint as well. Evidently the caller had to undergo more secondary screening due to his outburst. The caller stated that the officers at the airport were incompetent and that this issue did not occur at other airports. I apologized to the caller for his unpleasant screening experience and advised him that I would send his information to the CSM at PBI airport. I advised the caller that this was an official record and told him that if the CSM needed further information from him then they would generally communicate with him via email. I advised him that we did monitor the number and nature of complaint that we received at the TSA contact center.
Caller wants to make a complaint about the screening process at LAX. He stated that he has an insulin pump and after he went through the AIT machine he was pulled aside for a patdown, which he was used to, however, the officer was very rude to him. When the patdown was finished he tried to put his shoes back on and the officer told him he had to move somewhere else to put his shoes on. He is retired and has diabetes. It is not easy for him to put his shoes on. He also complained that while he was being patted down his belongings were left out in the open where anyone could run off with them, including his wallet containing $4,000. He feels that the officers at LAX need to be better trained to be more respectful and there should be better procedures to ensure the safety of passenger s belongings during a patdown.

2/12/2013 8:15:47 AM

Apologized to caller and advised:

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.

2/12/2013 10:07:35 AM

Caller wants to make a complaint about a TSO at DFW. She stated that when he was checking her DL he held it up to his mouth and coughed all over it. He appeared to be sick and she thought this was very unprofessional and disgusting. She asked for gloves to pick up her DL and another glove to wrap it in until she could disinfect it. She said he grabbed the DL and wiped it down with alcohol and then gave it back to her. This happened yesterday morning and she thinks the officer s name is (b)(6)

She also wants to make another complaint about something she witnessed in Ontario International. She stated that when she was going through security she witnessed a man coming downstairs leaving the sterile area to use the bathroom. He then proceeded to bypass the checkpoint and go back up the stairs. The officer at the checkpoint began yelling at him telling him that he could not go back up with getting screened again. When the caller got upstairs she saw the man again arguing with security about taking off his big winter coat. She witnessed that he was finally permitted to pass through the AIT machine with his coat on. She feels that this is a breech of security and that she would not have felt confortable flying on the same plane with that man. This happened on Jan 29 2013 around 5:15am.

Apologized to caller and advised:

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.

Transferred to security.
The caller stated that he had an issue with an agent at AUS when he opted out of the AIT for a patdown. The caller stated when they checked his legs, it was with two upward thrusts that were very aggressive. When they checked his belt, they lifted his pants probably 4 inches. He contacted the CSM and stated that he had to wait quite some time to get a response. He stated the CSM finally contacted him to address the situation. The caller stated that on a second conversation he asked the CSM for the badge numbers of the TSOs that were performing the patdown and was told that he will be contacted with this information. On the third conversation, he was told that they were not going to give the TSOs badge numbers or names. The caller stated that when speaking to the CSM, he was told that the TSO in question told the CSM that the passenger was very rude and made the following comment: Don t touch my nuts during screening.

He stated that this comment was never made and the TSO is lying about what actually happened. He was told that the CSM and their panel looked over the video and said it looked fine, but had no audio.
The caller wants to know if its policy to not give out badge numbers when travelers want to file complaints.

2/13/2013 9:35:35 AM

He has spoken with a police officer he knows about the issue and was advised that badge numbers are considered public records. He stated that he does not want their names, nor does he want them to know his name. He stated that he will be filing a complaint with the Austin Police as well. He stated that during the patdown he told the TSO that he was being very aggressive. Caller is upset that the TSO was making up lies about what actually happened. He stated that he has spoken with DHS as well. The Chief of Staff sent a complaint form for him to fill out. He stated that it spoke of discrimination and he did not feel that this form is what he needed to fill out. The name he provided from DHS was: (b)(6) He also brought up some information about his last call to the TCC. I viewed the linked record and he had complained about how long you have to wait for a TSO of the same gender to become available.

Advised Caller:

I have spoken with my supervisor about your issue. There are limited things that we can do here at the TCC. With you contact information we will forward this record to the approriate office to resolve your issue. They may be able to answer why the badge numbers were not provided. Hopefully when we forward this record you will be able to find a resolution.

Caller thinks she lost laptop going through security at BOS via Jetblue yesterday morning. She placed the entire bag in the bin, didn t remove the laptop and when she completed her screening process through the AIT she picked up her bag and didn t realize the laptop was missing until this morning when she needed it for work.
Flight #1067, Gate #C30 and was moved to C26.

Flew BOS to FT. Myers.

Stated she contacted the L and F at BOS and was told the item wasn t there, took her name and phone # and said they would call her if found. The phone # she states was different from the lost and found # for BOS.

States the laptop is a work issued item and she needs to retrieve.

Response:

2/13/2013 10:22:41 AM

Apologized to caller and explained the TSO may have removed the laptop from the bag for screening.
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.
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.
Provided claim form via email.
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.
At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Confirmed phone # to caller and suggested she call for her item:
Boston
Logan International Airport
617-561-2047

Caller is asking about passengers that are allowed through the screening process - she is 80 years old - and she had a bad experience in the past in the security checkpoint. She flies on US Airways but is not a frequent flier. She had an issue at IAD when she felt she was treated in a manner that was upsetting to her.

Told the caller TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

2/13/2013 11:06:38 AM 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.

Apologized to the caller for her unpleasant experience at IAD and suggested she inform the TSO at the beginning of the checkpoint regarding her age and to ask for the implemented screening process for passengers over 75.

Thank you for the timely response. While I appreciate your tutorial on the TSA policies, you failed to answer the two questions I raised.

1. When can we expect updated screening equipment at this site?

2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

From (b)(6)
Sent: Tuesday, February 12, 2013 11:25 AM
To: TSA-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Screening Procedures

2/13/2013 12:04:49 PM

I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport.

1. January 22, flight AA 2014; approximately 10:00am

2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date Time : 2 13 2013 12:45:46 PM Airport : DCA - Washington Reagan National Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
2/13/2013 2:06:58 PM TSA Employee: (If Known) :
Comment : Hello, I am writing to inquire about the state of screening at DCA. Is DCA still using 100% AIT quot;generic image quot; scanners? If not, what is the current procedure? thanks!
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

2/13/2013 2:22:18 PM	The caller wants to know if a person who is over the age of 75 must remove their shoes. The caller is over the age of 75 and was required to remove his shoes because he declined AIT. He stated that it was some what difficult to remove his shoes as it was hard for him to bend over and remove them. I advised the caller that according to TSA policy he would not need to remove his shoes as he was over the age of 75. I advised him that he could let the officers at the security checkpoint know about his difficulties removing his shoes. The caller advised me that he had to remove his shoes the last time he traveled. The caller was not happy about having to remove his shoes and he wanted clarification of the rules. I did advise him that there was random screening policies incorporated. The call advised me that he was told that if he declined AIT then he would have to remove his shoes. I advised the caller that it was not a TSA rule. The caller stated that he screener was somewhat rude. I asked the caller if he would like for me to take his flight information and send his information to the customer support manager at his departure airport. The caller advised me that he did not want to get anyone into trouble. I also advised the caller that he could always ask to speak to a screener supervisor.
2/13/2013 3:10:34 PM	The caller went through screening yesterday 2 12 13 in Detroit. The caller stated that according to an older screener, who was approximately 75 years of age or older, there were some alarms on the AIT unit. The caller stated that she was screened again and then there were no alarms. The caller seems to believe that the screener who was appoximately 75 years of age incorrectly scanned her and was then rude whenever she told him that he was incorrect. The caller flew on Southwest airlines and has phoned them about her screening experience as well. I apologized to the caller for her bad screening experience and advised her that if she wished to provide me with her contact information, I would send her information to the CSM at Detroit. The caller declined to share her contact information with me and stated that she just wanted to let us know what happened.
2/13/2013 5:05:46 PM	Caller had a knee replacement and kidney implant. Caller asked if TSA has an expedited screening program for persons who have had medical implants. Caller knows how the Precheck program works. Caller stated it is embarrassing for her to have to be patted down every time. Caller asked if there is a way to avoid the patdown. I told the caller there is no expedited screening for passengers with disabilities but there is a disability lane. I told the caller that with the expedited screening she would no longer remove her shoes, jacket, belt or remove her laptop but she would still have to be screened. I told her everyone has to be screened. 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. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf. 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. 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. I told the caller she can request a private screening and she has the right to have someone in the room with her when she is being screened by patdown. I referred the caller to www.tsa.gov for information about the AIT screening because caller was concerned about privacy issues. http: www.tsa.gov ait-frequently-asked-questions Caller said at Burbank he went through the AIT and he had a pack of cigarettes in his shirt. Caller was patted down. Caller said they removed his cigarettes from his pocket and he had to undergo additional screening. Caller was questioned about artifacts he brought back from Southeast Asia. Caller said he he was not given his cigarettes back. Caller was flying on Southwest flight 999. Caller stated he does not have an email address. Caller requested a claim form, he said his cigarettes were $8 per pack.
2/14/2013 2:22:30 PM	I told the caller to contact Lost and Found. Bob Hope Airport 818-840-8840 I told the caller I will mail him a claim form. Caller stated he does not have email. Caller said the inconsistencies when he flies is ridiculous. He has had one of the worst experiences of his life happened day before yesterday when he was departing from Norfolk, VA. He told the TSO that he had a defibrillator. The TSO wouldn t let him go through the WTMD. He asked if it is mandatory that he get a full body patdown. The TSO rubbed his private parts and never even touched his chest where the device is located. Caller states he is always the person to be checked for bomb residue and he is singled out each time. He wants to know what he s doing wrong. This happens practically each time he flies. In December, at Ft. Walton Beach, FL (DSI) a TSA agent said he wasn t allowed to take his toothpaste because it wasn t 3.4 ozs. or less. The TSA agent was performing a hand inspection of his bag when he found the toothpaste. Caller says it doesn t matter where he flies, he is asked to have his bag ETD test. His bag is always part of the random bag checks as well. He doesn t know what he needs to do to stop being profiled. He thinks he is being profiled because they are asking him to inspect his bag after it clears the x-ray machine each time. There is no metal in the bag and the TSOs are constantly checking his bag and hands for explosives. Most recently he flew with US Airways from Norfolk, VA. Caller states he is a white male and doesn t wear a turban so he doesn t understand why he is being racially profiled.
2/14/2013 6:19:29 PM	Response: Advised caller the agent was following procedures with the 3-1-1 containers. 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. One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted. A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Explained to caller TSA doesn t profile individuals. Referred to MB and advised caller someone would contact him regarding his issue and complaint.

Caller flys back and forth alot between Rhode Island and Florida and she feels that a skycap person in Providence Rhode Island was very militant with her. She feels he flagged her because he had a attitude. She stated the skycap person was with Southwest Airlines.
Caller left Providence Rhode Island with frozen seafood (stonecrabs, bag of shrimp and a key lime pie) with gel packs and she stated she had taken the same items back and forth many times and had no problem and the skycap ask her what she had and why she was bringing stonecrabs, then they patted her down and when she got her seafood back it had been opened.
She is wanting to know how to what she could do to avoid aggravating someone so that this doesn t happen because he was very rude with her. Caller also stated that she always tips the skycap person because they are usually very nice and helpful to her except this person.
Caller said she probably needed to contact Southwest Airlines because that was who he was with.

2/15/2013 9:04:51 AM

Advised 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.

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 did apologize to the caller that this happened to her.

NO, this response is NOT to the issue.
A customer was miss-treated by a TSA employee by purposefully making them wait unnecessarily as many other passengers passed her by, while her belongings were sitting out of her reach and control. Please explain?

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, February 14, 2013 7:54 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

2/15/2013 12:09:44 PM

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

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.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Caller had a hip replacement. She told the TSOs that she had it and that that was why the wand was going off. She has a card in her wallet, but it went through the xray. The TSO would not let her access it. She received a humiliating patdown in front of her friends and strangers. She wants to know how to avoid this in the future. This happened November 2012 in NJ.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

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.

2/15/2013 4:37:55 PM

• 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.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomally or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomally and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the suprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

-----Original Message-----
From: (b)(6)
Sent: Saturday, February 16, 2013 11:21 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

2/16/2013 1:10:01 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? yes
Disability? no

Which U.S. airport were you traveling through?
Gulfport-Biloxi International Airport

Disability Description: The caller spouse Harold has knee braces. They had a bad experience in DEN several years ago and she is trying to forego the issues again. The caller said s he has requested a wheelchair and wheelchair attendant from Southwest for navigation assistance through the airport.

Information Request: The caller is trying to avoid the experience from happening again. The caller said the TSO took his cane and required her spouse to remove his knee braces; he was then made to try and walk thru the AIT. The caller said her spouse has balance difficulties and is not able to stand for with his arms above his head for the AIT screening. She is concerned her spouse will have problems going thru the checkpoint .The caller wanted to know if she can take her daily dose container of meds in her carry on bag. The called wanted to know if she can take her Chex mix to eat during the flight.

2-19-2013 MCI Southwest 8am flight #424
2-19-2013 Hobby Southwest 1:25pm flight # 413

Response Details: I apologized to the caller for the previous experience and advised I would be happy to assist her in helping to improve this trip.

I advised the caller her spouse could remain in the wheelchair for the screening. I advised the caller to make the TSO agents aware of his limitations and his abilities prior to the screening

2/16/2013 7:31:00 PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, 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.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

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
During a private screening, the passenger may be accompanied by a companion of his or her choosing.
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.

I advised the caller to declare seperated her medications and food items prior to the screening .

I advised the claler she may check with the airline when she checked in regarding a disability access .
Caller regularly flies out of SAN with Southwest and is concerned that the Terminal 1 checkpoint doesn t have AIT installed, which causes her metal joint implant to consistently set off an alarm, resulting in a patdown each time. She wants to know if having a notification card would eliminate the need for a patdown. I told her that while the card may aid in the screening, it would not eliminate the patdown altogether.

2/18/2013 2:19:48 PM

Caller wanted to know if she could use PreCheck to avoid the patdown. I told her that she would first fly with a participating airline, which Southwest is not, but that apparently means utilizing a different checkpoint anyhow where there is AIT installed. Caller realizes that her easiest option would simply be switching airlines.

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approched the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff we reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

Resolution:

2/19/2013 1:28:29 PM

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. TSA regrets you did not have a satisfactory screening experience. 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. 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.
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.

2/20/2013 9:47:44 AM

Caller sent an email yesterday about a problem she encountered at SJU on February 13. She is wanting to know why we requested additional information and asked that she call the TCC. CCR reviewed the record and found that the caller forgot to include the airport in her previous contact; caller s inquiry is now sufficient for an escalation to the CSM at SJU.

The caller mostly reiterates what is said in the email. She does, however, go into greater detail about why she feels the TSOs were rude.

Caller says that never experienced such nasty treatment from a TSO. Multiple things that frustrated the caller were: the TSO calling for the patdown by screaming, instead of using walky-talkys; her feet having to be bare during the entire duration of patdown and wait time; and her items not being within her eyesight during screening.

Caller goes into a non sequitur about the AIT machines. Caller believes they are dangerously, and she thinks that some people are aware of their dangerous nature. Caller says she hears on the news about the machines, and sees with her very eyes how pregnant women, pilots, and flight attendants do not have to go through the AIT.

Caller is told that her SJU incident will be referred to the CSM at SJU for further review.

2/20/2013 4:50:48 PM

Caller flew from HNL to OGG on Hawaiian airlines flight number 130 on 02-19-2013 at 6:30 pm going through the checkpoint. Caller had lotions in her carry on luggage and was asked to throw her lotions away by the TSO at the checkpoint due to its size, caller then went to the airline counter to place the lotions in checked luggage and said when she came back to the checkpoint she said that the TSOs where making fun of her. She said that she went through AIT screening 3 times and then was given a patdown procedure. She felt very disrespected by the attitudes of the TSOs that was working at the checkpoint on that day. Caller did not remember the TSOs name and said she barely made her flight. Told caller that I will forward her complaint to the CSM at the HNL airport to review the case that occurred. Sent caller a claims form since she did not get her lotions that the airlines was suppose to send to her.

Caller had surgery and she has 2 nephrostomys. Caller said she has surgerical implanted tube and bag that will catch the urine Caller said the tube comes out of her back and drains into the bag. Caller was concerned about not having more than 3.4 ounces of liquid in the bag. Caller said she cannot control this. Caller is being treated for cancer. Caller said at O hare there was an incident where she was wearing a hat and she had to remove her hat. Caller said she tried to explain to the TSO she did not have any hair. Caller said the TSO started screaming at her and asking her if she was refusing to be screened. Caller said she was traveling alone and she was embarressed and scared because she lost all of her hair due to chemotherapy. Caller said she did not file a complaint at that time but she should have. Caller wants information about the screening process she can expect with the ostomy. Caller was concerned about the radiation from the AIT.

I told the caller she has the right to opt out of the AIT because of her concern about the radiation.
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 sites default files publications disability_notification_cards.pdf.
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.

2/21/2013 12:07:15 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 patdown 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.
In addition to the patdown, TSA may use technology to test for traces of explosive material.
Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. 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.

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.
I told the caller there is a supervisor available at the checkpoint if she has any problems.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or
Caller said that he has a TSA customer comment card in front of him, however he is going to send his complaint in an email and report it verbally.
He went through the checkpoint at MCO on 2 21 2013. He was flying from MCO to JFK on Delta Flight DL 2058. He went through the gate at 6:30 am. He asked Officer (b)(6) if he could opt out of the wave scanner and was told no. He did not get her badge number. He said that she was about 5 feet tall. He was encouraged to go through the scanner which he did. He said that he did not set off the alarm, however he still got a patdown. He said that Officer (b)(6) finally told him that he did not have to go through the wave scanner. She asked why he did not want to go through the wave scanner. He told her that was his right to be able to choose not to. He said that he was told that if he did not go through the AIT he would get a patdown. He said that was fine.

2/21/2013 12:22:30 PM

He wanted to know why he got a patdown after he went through the AIT. He said that here was no alarm. He wants to make a complaint on Officer (b)(6) because she told him that he could not opt out when he first asked. He said that he spoke with two managers at the airport and asked them if he has all the information that he needs to file a complaint against officer Weightman. He said that they told him the does have all the information needed. He stated that it was implied that he would not have a very pleasant day if the did not go through the AIT and instead chose to opt out. He also wanted to make a complaint because of several miscommunications at the checkpoint. He said the person on left told him to do something and the person on the right told him the exact opposite. He stated that he wants to be treated like a human being and when he is treated like a criminal he makes a complaint. He wanted to know if the CSM will contact him. He said that he wants any and all correspondance sent to his email at (b)(6)

I apologized to the caller for his unpleasant experience and told him that I would forward his record to the CSM at MCO for review.

Caller is at the PHL airport and she has a ostomy bag and she does not want to go to a private screening room to have additional screening conducted. Caller was really upset over this matter she stated that if they would have just let her go throught the metal detector they would have never known she had it on. She also wanted to know if she requested the metal detector would the tsa officer have to honnor that request?

2/21/2013 10:10:26 PM

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. 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.

Let the caller know even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

Caller will be 86 in June. He has traveled on Jan.15th to Dallas. He stated durning his screening he was treated like a criminal. He wants to know why dont they clean up their act? He stated he had stepped in the frying pan (AIT) for screening and he was searched. He was asked to remove his hat. Caller states he has saw something in the news about a little girl traveling in a wheelchair. He doesnt understand why all the harrassment.

Told 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. Signs are posted in front of each AIT location advising passengers of this right.
He could always ask for a supervisor if the offier made him go through the AIT.

I handed the call over to a supervisor.

2/22/2013 11:05:16 AM (b)(6) notes:

Caller said he flew from BOS to Dallas on 01.15.13 departing on JetBlue Airways flight #255 at 1:00pm. He s not sure which airport he arrived at in Dallas but he returned home from Dallas on JetBlue Airways flight #254 on 01.29.13 and experienced the same thing. He said in Boston he was subject to the AIT twice and afterward he was given a pat down. He recently saw a news story of a young child at STL on her way to Disneyland and feels he was harrassed. He s heard TSA is hiring is people from prisons harrassing passengers when they travel. He feels his rights have been violated.

I apologized and advised him:

TSA tracks trends and spot areas of concern that may require special attention. I don t have any information to provide to him at this time regarding the child traveling to Disneyland, however I can forward the details of his complaint to a CSM at BOS for review. I explained to him that the AIT is optional and in the future he does have the right to opt out for a pat down. If after going through the AIT an alarm sounds passengers will be subject to secondary screening, which often inovlves a pat down, to resolve the alarm. I asked him if he felt the harrassment was due to his age and he said no it was just harrassment in general.

Passenger did not have an e-mail address but due to the extent of his anger I m forwarding to a CSM anyway. He said the government is violating passenger s constitutional rights and are the reason behind the 9 11 terrorist attacks.
Caller was subject to pat down because she did not want to go through the AIT. Traveler was forced to go through the AIT and then was patted down regardless. Caller wanted to know if she would benefit with a doctors note when traveling in the future. Caller described the Transportation Security Officer as a white man 5 9 approximately but no weight given.

Response: Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

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

2/22/2013 4:07:24 PM

Informed caller that it is helpful to have a doctors note when traveling with medical conditions.

Airport: Orlando International Airport.
Airline: AirTran
Flight Number: 55
Gate: 109
Date and Time; 2 20 2013 at 6:35pm

Disability Description: The caller has traveled 4x the last 2 weeks. He has a an external glocometer which is attached to him.

Response Details: Provided the following info from the template:

Passengers who have medical devices attached to their bodies, 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 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:

2/22/2013 5:55:26 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 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.

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.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.

The caller stated this was the exact procedure that is he normally experiences. However it was not yesterday.

I apologized to the caller that his experience was different yesterday and made him uncomfortable.

The caller stated he wanted to file a complant regard his screening yesterday of his medical device.

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Satuday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

2/23/2013 9:27:27 AM

I told the caller the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. I also told the 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. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.
I also told the caller enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
I also gave the caller the La Guardia Customer Support Manager Veda Simmons
Phone: (b)(6)
Email: (b)(6)

Disability Description: Callers wife has an Ostomy

Information Request: Caller stated that his wife went to Korea and she went through the checkpoint in LAX with an Ostomy. The TSO at the checkpoint could not identify the Ostomy through the body scanner so they made her go into a seperate room to get additional screening. He is wanting to know why becuase his wife was very upset.

2/23/2013 11:00:31 AM Response Details: CCR informed him:
It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. 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.

CCR emailed him information.

Hello,

I am inquiring about TSA's official policy on carrying wallets through the AIT or metal detectors.

During my recent travels I was allowed to hold my wallet (which holds my identification) in my hand while I was being scanned as long as I agreed to a hand inspection of it. On the return trip, I was informed that I could not hold my wallet and that it must be placed on the belt.

Your response is appreciated.

2/25/2013 6:06:27 PM

(b)(6)

Cleveland Clinic (b)(6) | Cleveland, OH 44112 |

(b)(6) FAX 216-448-5958

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Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.
The incident of TSA goons harrasing the child in the wheelchair--video on YouTube--and telling her father it's "illegal to videotape the procedures" was just too much to take. You people are government employees. You work for the majority of the travellers that you encounter everyday in many of the airports. You should have no complaints about being photographed or videotaped by the people who pay your salaries. And they shouldn't lie that it's illegal to video them. If your minions at the AIT devices and xray scanners don't like it, they should return to jobs at fast food restaurants, where they are videotaped as a daily precaution in many establishments.
My family was subjected to ridiculous "random"screening procedures in Las Vegas as we were returning home from a short vacation. My children were wanded and groped, our luggage was run repeatedly through the scanners, and the whole process almost made us miss our plane. Meanwhile, hordes of middle eastern looking males, 18-30, were waltzing by on the other side of a plexiglass partition, not part of any detailed screening. In the group of random screens was a Texan going home to his cattle ranch, a pair of old ladies on their way back to the Midwest, and some skinny kid emulating a rap singer. All harmless travellers. It was a stupid waste of time that served no purpose, except to teach the screeners that their fellow citizens are just cattle to be proded. I joked with the grand poobah running the charade that he simply run the kids through the x-ray machine--it would be quicker than wanding them over and over.

2/25/2013 8:12:27 PM

You waste our time and cost us more money and in the end you could do much less and we'd be safer, happier and less frustrated. One Israeli authority said the problem with American security is that it focused on the tools of a terrorist rather than the terrorist.
When is TSA and whoever needs to sign off on the idea simply develop a traveller's ID that will be available for qualified American citizens so we can sweep past this farce? Harmless American travellers are not the enemy here.
You people must have another agenda. Probably related to people who might be moving cash around the government wants to levy a tax on to pay for a more bloated system.

Sincerely,

(b)(6)
Arlington, Washington

"Truth has become a victim of political haggling."(b)(6)
TSA Administrators –

I am very disappointed with the decision to remove the body scanners from use in the Pre-Check lines. It has caused a decline in the service level at airports nationwide and has made my travel much tougher.

I travel nearly every week and have two replaced hips. I was so pleased when I could use the body scanner in the Pre Check lanes – my weekly travel was easy, consistent and convenient. Now, I have to be patted down each time, adding the time to my pre-travel routine and it has eliminated most of the advantages of being qualified for Pre Check. I now have to wait for a female to pat me down – and there isn't always a female available to do so in the Pre Check lines, so I have to wait for one to arrive.

2/26/2013 8:21:42 AM

What was the reasoning behind this decision? It seems to put those of us, like me, with artificial joints, at a disadvantage in the Pre Check lines.

Is there a way to influence this decision and advocate for the return of body scanners to the Pre Check lines? Please let me know.

(b)(6)

Disability Description: Caller said that he is flying with his 6 year old son and he does not want any TSA employees touching his son. Caller said that he talked to a (b)(6) and was told that his arms and torso would only be touched. Caller said he wanted to know if it was just arms and torso and the gentleman refused to answer anymore of his question.

Resolution:

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.

2/26/2013 11:27:18 AM

Caller stated that they still do not have any guidlines, caller was wanting to know the limits of the search.

Advised caller that TSA does not do strip searches and the patdown would depend upon the alarm and the anomalies.

Told caller that the patdown would depenf where the alarm or the anomallies appeared. I cannot tell you exactly how the patdown would be condcuted. It would be over the clothing and be a modified version of the adult paldown.
Told caller that TSA is reducing the need for patdowns in children by permitting multiple passes through the screening.

Caller was wanting to know if his child is subject to a patdown can they refuse and leave.

Told caller if he is referred for a patdown and it is not permissable that he would not be permitted to fly.

Caller requested that I email him the information.
Caller had a notice of inspection. He said that on the bottom of the NOI it says that smart security saves time. He stated that there was nothing smart about it and it does not save time. He said the time was wasted and it was completely bogus. He and his wife flew to Cancun for a work function. His wife is pregnant and opted out of the AIT. The flew from Cancun back to Phoenix. They had to walk down a hallway that goes to customs and from there they went through security. He stated that the screener found a trace of whatever on his wife and she had to have a another pat down and her bag was inspected. He said that TSA admits that perfume, lotion, or soap could be what they found. After she was tested for explosives there was nothing found. They were both pulled aside in Mexico and had a patdown. He wanted to know what the purpose of going through screening again in Phoenix was. He asked how we are saving time and what we are checking for. He stated that when they left Ontario early in the morning his wife requested a patdown. He thinks that because she opted out of the AIT they may have been targeted. He was upset because his bag was opened and inspected. He wanted to know why his bag was inspected. He asked for a list of items that sets of the alarm. He said that you would think that his wife made a threat against TSA. There were four agents present during the inspection. He said they were there 20 minutes and his wife had an invasive patdown. He stated that TSA at the airport does not have an answer as to why his bag was inspected or why they said they found something on his wife and could not find anything after the inspection. He wanted to know the purpose of his bag being opened and inspected and he wanted to know why they got another paldown in Phoenix after getting one in Mexico.

I gave the following information. Upon arriving in the United States from a foreign country, passengers and their baggage are first cleared for entry into the United States by U.S. Customs and Border Protection (CBP) inspectors. CBP inspectors cover matters of customs, immigration, public health, food inspection, and plant and animal health. After clearing CBP procedures, travelers may exit an airport or connect to a U.S. flight. After completing the CBP entry process, passengers and baggage arriving on international flights are required to pass through TSA's security checkpoint.

2/26/2013 3:24:40 PM

I advised him that I do not know why his bag was inspected. I told him that if there was an alarm it would have been opened and inspected to clear the alarm. I also told him that I do not have a list of items that set off the alarm.
I advised him that TSA does not perform screening in foreign countries. I told him that the AIT is voluntary and if a passenger does not wish to use the AIT they can opt out and get a patdown. I also told him that passengers are not targeted because the opt out of the AIT.

I advised him that TSA peforms screeing to check for prohibited items. I also told him that we check the passengers Id.

(b)(6) took over call: Caller is upset with TSA s process in general. Caller just wanted to argue, he did not have any true questions. I disconnected call.
I told him

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/26/2013 3:10:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/20/2013 5:45 PM Airline & Flight Number : DL 2162 Checkpoint/Area of Airport : Terminal 2 - DL Frequent Flyer TSA Employee: (If Known) :
Comment : I would like to provide feedback about the continued practice of patting down a woman of colors hair. While I understand the intent, it is the process that is used that continues to concern me.

In my particular situation, I passed through the AIT scanning, stepped out of the machine, waited as instructed and then without further conversation, the female TSA agent (there was also a male present) started patting down my hair, which was in cornrow breads. I asked the agent if the golves which she had on were clean and free of powder. Her snide response was I just put these on. What the agent did not realize was that I had been observing her from the time I stepped into the AIT scanner to when I stepped out. She did not put on new gloves. As a matter of fact she had patted down a passenger just prior to me. I also noticed that after she had finished her pat down of me, the next passenger through, a white female wearing a wide headband and ponytail, was not subject to the same actions. I mention this because I've been advised through prior TSA correspondence that a "headband" was the same as a hat and it if could not be removed is subject to hands on screening.

2/26/2013 6:04:06 PM

The bottomline out of my comments is the following: If agents are going to patdown a passengers hair, the putting on of clean non powder gloves, needs to be performed in front of the passenger. Especially if the gloves were used to check the clothing of a prior passenger, as clothing can have dirt, other contaminents that can be transerfed from one passenger to another.

Agents should not get indigent if asked by passenger if the gloves are a new clean pair. I am protecting my health and person.
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 would like to lodge a complaint. He flew from OGG today 2 26 13 on Hawaiian Airlines flgiht 132, departing at 9:13am from Gate 15.

He is flying back this afternoon from Hilo at 4:44pm.

He indicated that what he experienced was classic bullying and TSO trying to assert power.

The caller indicated that he called twice in regard to traveling tools. The tools that he traveled with was under seven inches. He opted for a pat down, however the TSO explained that the radiation with less than what is encountered with cell phone use. The caller decided to got hrough AIT. He was then advised that his bag would have to be searched. He indicated that if his bag had to be searched he wanted to be patted down. The caller did not answer when asked if he was advised that he had to go back through the AIT.

He indicated that TSO (b)(6) became uptight because he requested the pat down. She requested for someone to conduct the pat down. The caller indicated that he waited for five or ten minutes for someone to come to conduct the pat down. He then advised that he would go through the AIT as he did not want to miss his flight. She advised that he would have to receive a pat down now that he had chosen to do that. He was not allowed to go back through the AIT. He indicated that he was all a sudden surrounded by TSOs. The Supervisor (b)(6) (b)(6) came over. The caller asked if he was going to conduct the pat down. TSO Supervisor advised that he was not going to conduct the pat down. He waited a few more moments. He was then taken into an enclosed booth and was patted down.

2/26/2013 8:52:14 PM

He indicated that he felts bullied, especially by (b)(6) and that it wasn t right.

He indicated that the TSOs knew he was from Maui and knew that he was going to work.

The public would like a kinder gentler TSA that only screens for guns and dynamite.

I advised that I would refer the information to the CSM at OGG. I have documented all of the information provided and TSA does monitor the number and nature of complaints received.

The caller did not answer if and who advised that he would have to go through the AIT again.

He did not answer who conducted the pat down when asked.

From (b)(6)
Sent: Wednesday, February 27, 2013 12:17 AM
To: TSA.Ombudsman@dhs.gov
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: 2/27/2013 12:17:14 AM

2/27/2013 10:06:54 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

pat down due to implanted medical device and sterile medical equipment problems

Comments:

Sir, I am disabled by a chronic illness and have a medically needed implanted device with a complex computer system in the implant. I can not go through X ray, my MD and medical device company have told me not to use the Advanced Imaging

Disability Description: The caller had total knee replacement surgery.

Information Request: The caller does not want to receive patdowns when airports do not have AIT, as he will alarm the WTMD. He wanted to know if there was anything else he could do, as he believes that the patdown violates the 4th Amendment.

Response Details: Advised Caller:

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.

2/27/2013 2:06:01 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.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government s interest in protecting the traveling public.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/27/2013 1:05:49 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 02/27/2013 Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 1 & 2 TSA Employee: (If Known) :

2/27/2013 2:08:59 PM

Comment : I find it ridiculous that women of child bearing age be subjected to X-rays for screening and men too for that matter. As a health care provider I am well aware of the conditions that can result. I've seen these X-rays in other airports but there is always the option of walking through the metal detector. This experience I was rudely told I'd have to wait five minutes by some old man and made to feel like this was a major inconvenience. What if I were pregnant? As a government agency I would expect you to be more concerned with the well being of America's travelers. I'm disappointed.
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 mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn t want to go through the AIT because she doesn t want the radiation. She doesn t like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother s concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

2/27/2013 3:27:23 PM

Advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.

Caller flew from PHL to LAS on 2 23 13 and when she was going through the AIT the nice lady told her to raise her arms a little bit more and when she did she screamed because her shoulder was hurt. She stated that the gentleman ask her if she had a injury and she said yes. She stated that he told her that all she needed to do was to tell the officer that she had a shoulder injury and she would be able to get a patdown and she told him okay and thanked him for telling her that because she didn t know.
Caller was going home this morning from LAS and she told the officer she had bad shoulder injury and the lady said okay fine and that she would be patted down. She stated that when she went to be patted down the officer ask her if she was wearing lotion and she told her no but she had gotten a spray tan earlier. She stated then another lady came out and the lady wouldn t give her her name and the officer told her to get back here now and don t ask any questions.
The caller stated that she told her what the officer at the other airport had told her to just tell the officer she had a shoulder injury and they would do a patdown and she states that the lady told her to hush or she would go to jail. She then frisked her again and patted her down again and then told her she could go.
The caller started to leave and then she went back to where a woman was sitting behind glass and ask her what the other ladies name was and she told her no she wasn t getting her name so she ask what her name was and she finally gave her her name and her bosses name, but not the lady that was the rude screener.
She stated that she was abused in this situation and is in more pain and emotionally upset that she cried during the whole flight.
Her husband stated that they are looking for a reassignment of agent, repremand or for TSO to be fired

2/27/2013 5:18:28 PM

Advised Caller:
I apologized to the caller about this happening.

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.

Time: 11:30 PM
Date: 2 26 13
Flight Time: 12:23 AM
Airport Left From: LAS
Airline: United Airlines
Flight #: 1254
Email: (b)(6)
Terminal: 3 Domestic

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 2/27/2013 9:41:19 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hi,

2/27/2013 10:03:48 PM

While undergoing security screening at Charlotte int. (CLT) I was informed by TSA officer that passenger scanner(the thing were you hold hands above head) is using sound wave, ultrasound technology. My previous information from media was that the apparatus is using milimiter wave (microwave radiation) technology. Can you please provide more info about this subject to the security officer?
The security officer that made the statements is (b)(6) at checkpoint D, about 9.20pm on 2/27/2013.

Thanks
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

2/28/2013 8:12:54 AM	To Whom it may concern: I just flew out of LAX the 24th of Feb. I had, by far, the worst experience going through security there and am very sorry I was not able to get names! I am a Marine wife, stationed in Okinawa, Japan, and I take great pride in our country. My husband is willing to lay down his life in order to protect the prestige of the US, and I have to live daily with the fear of his death for the same reason. My husband and I not only sacrifice our lives, but at times we sacrifice our rights (restrictions enforced by the Military) so this country can remain free. These Security Officers come into contact with thousands of people each day, American Citizen or not. These Security Officers represent America to each person they come in contact with, just as my husband does as a Marine. Therefore I take it personally that these disrespectful people were given a job in this type of field demanding a very important role that they are not able to achieve. I feel that the Security Officers at LAX either do not understand the importance of their job or they just don't care. I am immensely disappointed at the poor representation of the United States the Security Officers at LAX gave, and I would appreciate it if there was a strict sifting of workers at LAX in order to promote a better face of the TSA and ultimately the US. There were a few issues that bothered me, as I was going through security. First of all, there was a lady who was trying to get through security quickly because her flight was going to leave in approximately 30 minutes. She protested the AIT screening by requesting a pat down. There was a female Security Officer standing in the vicinity, however the traveler was waiting for about 5 minutes before she asked if a female was coming to perform the pat down. What resulted was quite frankly unacceptable. The female Security Officer finally accepted her duty of performing the pat down with a roll of her eyes and a poor attitude. I am not a confrontational person, that is why I go along with the security measures, even if I do not agree with them. However it was that woman's right to request a pat down and the Security Officer's job to perform it in a timely and respectful manner. I feel like that woman was severely disrespected and I would not want that to happen to me. The second thing that bothered me was the degrading attitude of most of the Security Officers in the security area. They were yelling their instructions out in an extremely ridiculing manner. I was intensely offended by this. As an American Citizen, if I am to be forced to go through these sometimes very ridiculous security measures, I do not think it is too much for me to expect to be at least treated with respect. I understand that these officers have to do their job to promote safety for all traveling through the airport and airspace, however if they can't even treat me and others around me like a human being then they need to find another job. The third thing that irritated me was again the Security Officers' disrespectful attitude, but this time towards the international travelers. These people were not American Citizens, potentially couldn't understand much English and were obviously confused about the security measures. The security officers weren't much help. They lost their patience much too easily, and the tone of their voices giving instructions to put certain personal items in the bag was inexcusable. As I stated above, I am a Marine wife stationed oversees, so I understand the importance of public affairs with our international counterparts. These people were most definitely in the US on business or pleasure, so they were bringing money into our Nation's economy. Beyond that, I feel it is very important for these people to be treated just as respectively as the next person for the sole reason of being Human. That is the essence of America, we treat people fairly, whether or not they are American Citizens. Let me clarify that I understand that they do not have the same rights as American Citizens, neither do I want security measures to be lowered for them, but they do have the right to be treated respectively. The Security Officers have the duty to give them that respect. Please, forward this to the appropriate authority at LAX as well as the heads of TSA. I feel very strongly that this is an issue that needs to be addressed asap. I hope that TSA believes in quality security and customer service. That is why I demand a more thorough screening of employees of TSA. Obviously background checks aren't enough, as the news has reported severe crimes carried out by TSA employees. I go further in reporting to you that it is not enough, because many of your employees are not fit for this job because of their poor, if you will, "customer service" skills. Please do not use the excuse that these men and women are Security Officers so that for some reason excludes them from having to be respectful. I have given my argument and examples of why I feel you need a change in your service, please do not ignore it! This is very important.
2/28/2013 10:43:29 AM	Caller says he has Global Entry and is a frequent flyer with Delta. He has been putting his PASS ID in for about 3 months and he never gets chosen. Caller says Delta sees the number. Caller says Saturday he flew from Tampa to ATL to Memphis and stayed a couple days. He then flew back from Memphis to ATL to Sarasota. He did not go back through TSA at ATL. His next flight is today from Sarasota to ATL to Amsterdam. Caller says he usually books his tickets himself, but sometimes books with Orbitz. Caller wants to know what to do to get Precheck to work. The space in his last name is not present on his boarding passes. Caller says that when he was flying out of Memphis, there was an old man that was really scared of flying. There was an officer that helped the man use the AIT and through the checkpoint. The caller says that this was the nicest man he has seen with TSA. Advised caller: Usually the only two things that can cause problems would be that the number is not entered correctly or the name doesn t match exactly. Memphis is not a participating airport, so even if everything was working, he would not have received this here. Also, Sarasota is not participating airport, so he would not receive this here. If any leg of the itinerary is international, he would not receive Precheck. The next time he flies from a participating airport on a domestic flight and does not receive Precheck he should call us. We can escalate this to someone who can take a closer look into why it is not working for him. He should call us within 3 days of the flight.
2/28/2013 3:16:15 PM	I thanked the caller for the compliment. The caller traveled from LAS to BLI with Allegiant and didn t want to go through AIT so he opted out for a patdown. He was directed to an area for a patdown and had to wait 10-15 minutes before a supervisor came over to explain why he was having to wait and then another 5-10 minutes before a male officer came over and did the patdown. He explained that the wait was because he had just came in for his shift. I explained that they would have had to wait for a male officer to do his patdown. The caller's main complaint was that he wasn't able to keep a line of sight on his property and I explained that: 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 explained that I would note his complaint for review.

2/28/2013 4:28:56 PM	Caller had a horrible experience with TSA in DEN, wants to send letters to notify someone of her experience. Flight #1808, Gate # C35, via Southwest from DEN to San Antonio. Caller is pregnant and was treated so horribly, was forced to go through the AIT. The screener was very rude and caller was in tears before it was over. States she spoke with a representative at the TCC before the flight and was given information about the process. The TSO at the airport told her she had to go through the AIT or if she didn t want to she could wait at a location and it may be an hour because she didn t have anyone to pat her down at that time. Caller states she didn t ask to speak with a supervisor because she was running late for her flight. Caller said she wrote the name of the TSO down, but, didn t have with her. Response: Apologized to caller for her experience and advised information could be provided to the CSM from the TCC or she could contact directly. She wanted to contact and refused to provide an email address. Provided following because she stated she wanted to write someone of her experience: Transportation Security Administration 601 South 12th Street Arlington, VA 20598
3/1/2013 9:37:52 AM	Explained to caller the AIT is voluntary and signs should have been posted near the machine informing passengers of that right. Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is someway he could be screened without going through that process again and will be flying again next week? Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done. Flew from GRB and went through the AIT for his screening, states he didn t ask to speak with a supervisor at GRB. Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn t know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time. Response: Apologized to caller for his experience. Regardless of whether the passenger is screened using 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 the insulin pump followed by an explosive trace detection sampling of the passenger's hands. 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. 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. 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.
3/2/2013 11:36:08 AM	Caller stated that she contacted Southwest yesterday, and she was informed to call us. She s concerned because she wasn t planning to be on her period, and sure to this, she will have a pad and tampon on. She s read stories on the internet and doesn t think it s fair that she should have to undergo a patdown because of this. She wants to know if she would have to receive a patdown, and doesn t want to be strip searched just because of this fact. She will only be going on an hour flight from Tucson, and thinks that process is humiliating. She wants this to be recorded, because she thinks that additional screening due to her being on her period is ridiculous and humiliating for her, and she wants something done about it, because she is now probably going to have to reschedule her flight because of this. Advised Caller: Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process. I told her that there s no way for me to be able to guarantee that she wouldn t receive a patdown to clear an anomoly if it did appear as one, and the patdown would be conducted by an officer of the same gender. We do not conduct strip searches, and they use the back of their hand to patdown sensitive areas of the body over the clothes.

(b)(6)

Seattle, WA 98103
(b)(6)

On Feb 28th i was returning from the RSA security conference on a buisness trp to san francisco through SFO airport at about 11am. during my ecurity screening i was treated horribly by TSA agents who falsified statements to the police as well as destroyed evidence.

First of all i opted out of the AIT screening machine which i understand to be my right, as a frequent flyer this is something i do quite frequently with very few incidencs to date.
however this time i was held in line rather then being taken to a holding area and my posessions which went through the xray machine were no longer some where i could see them clearly and i became concerned that someone would walk off with my laptop, and in fact one traveler did momentarily pick up my laptop likely mistaking it for his own before it put it back. after raising the issue repeatedly; a TSA agent eventually claimed my belonging and attempted to hand them back to me.. i informed the agent that giving me back my posessions this was was not TSA policy and would likely lead to problems later in the screening; at this point they dropped my belongings back onto the xray conveyer on top of another persons belongings and left..

3/2/2013 12:06:41 PM

at this point i grew concerned and used the renewed access to my possessions to ten the recording function of my phone on, i have posted the video here: (b)(6)

at this point i was greeted with a supervisor whom i didn't request, and didn't have any questions but he aggressively badgered me about verbally agreeing to a putdown; which i did with the statement "i'm just opting out of the body scanner, I'm willing to do whatever i need to do to get through security", he demanded i use his wording which seemed to imply a verbal contract, i again stated that "i understand additional screening is necessary, and I'm willing to do whatever that is, I'm only opting out of the body scanner".. this continued for some time until he accepted my agreement and we moved on to the screening area where i was informed that even though my belongings have been through the X-ray twice now, because i had possession of them i would have to have my bag searched.. as my bag was being searched the same "supervisor" demanded i use the word "yes" when questioned about the completeness of my belongings even though they were outside of my vision for an extended period of time, has had multiple people rummaging through it and was not allowed to look through it to determine this.. i asserted that i could only make a rough assertion "it looks like everything is here though it was outside of my possession while you had it".. the supervisor again demanded i lie with the phrase "i need a yes", at this point they began screening my possessions with the chemical detector and one TSA agent deliberately turned off my camera recording function while wiping the phone down removing the only record i had of the situation (this is on the video i posted).

i patiently for what seemed like 15 more minutes for the chemical test to complete so that i could receive my putdown and go on my way until another man in a suit arrived and demanded my attention in an extremely rude way, i asked him if i was required to speak with him, he said "no" and i told him "go away" at this point the man in the suit proceeded to shut down two screening lanes for no reason i can understand and told me that i would be fined because of this delay.. at this point the police were called on me and they were told that i had refused a putdown.. which i had never done.. i was patiently waiting for one..
after much griping with the police and the unknown man, i was told the only way i could fly today would be to go back through the security line; i informed them that i would be opting out if that were the case and that it would probably just be easiest to do that now.. they disagreed and i just agreed to go back though security, once i agreed i was told that they weren't going to let me do that, they were going to ban me from flying for 24 hours because i was not complying. when i asked multiple times what it was that i had not complied with i received the answer "your doing it right now".. at this point i was escorted from security to claim my checked luggage..

Caller stated:
His wife flew out of Milwaukee today and was wearing a tank top with a zip up sweat shirt overtop of it zipped up to abouth 3 or 4 inches from her neck. Caller stated that as his wife was putting her items into the screening bins and before she started to go through the AIT machine, an agent told her that she needed to zip up her jacket. Caller stated that she was going through gate E64 and was flying with Delta. Caller was very upset that the agent spoke to his wife like this.

3/2/2013 6:08:23 PM

Advised caller:
I would forward a copy of his complaint to the CSM at MKE so they would be able to look into this incident. Advised caller that the agents are trained to treat travelers with respect and dignity during the screening process.

Fro (b)(6)
Sent: Sunday, March 03, 2013 10:53 AM
To: tsatcc_do_not_reply@senture.com
Cc: TSAExternalCompliance
Subject: Re: In Response to your inquiry.

Thank you for your generic explanation. However, this does not come close to answering my specific questions!!! Will I get answers to those questions? or do I need to take this to the another level? I would like to have a response from a live person. I can be reached at (b)(6)

3/3/2013 3:04:42 PM

Thank you,

(b)(6)

On Sat, Mar 2, 2013 at 11:58 AM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote:

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.

Caller stated:
She flew to West Palm Beach from Newark and got wheelchair assistance from United Airlines. Caller stated that the wheelchair attendant took her to the front of the security line where she told them that she has an artificial hip. Caller stated that the agents at that particular line directed her to another line where she could go through the AIT due to the hip implant. Caller stated that her items were left at the first screening line she went to. Caller stated that she removed her coat and her jacket and then the wheelchair attendant removed her wooden bead necklace and placed it in the screening bin. Caller stated that she did not get her necklace back out of the bin and did not realize that she did not have it until she got on the plane. Caller stated that she reported this to the flight attendant and then to the United counter at West Palm Beach but was directed to call TSA. Caller wants to know if there is a lost and found at EWR she can call to find out if the necklace is there. Caller wants to know who's responsibility this would be if the necklace isn't in lost and found.

3/3/2013 4:07:24 PM

Advised caller:
If the necklace was found where TSA does screening it would have been turned in to the lost and found there.

http: www.tsa.gov airport-lost-found-contacts#42
Newark
Newark Liberty International Airport
908-787-0667

Advised caller that TSA does not provide wheelchair assistance so it would have been the organization that provided her the wheelchair assistance.

Caller went through her suitcase that she was giving to her niece. Caller looked through it tomake sure that there was nothing inside of the suitcase that she was needing. While looking through her bag she noticed that she had an NOI inside of her baggage. Caller was furious wanting to know why TSA inspected her bag and was wanting to know why the NOI was placed in an outside pocket of the bag instead of right on top of her bag. Caller eventually ended the call.

Advised Caller:

3/3/2013 4:23:01 PM

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.

I can not tell you why the NOI was placed in an outside pocket of the bag instead of right on top. I also am not able to tell you why exactly your bag was searched

February 28, 2013
LFT to IAH (#UA5661W)
Screening Occurred: Approximately 5:00 PM

3/4/2013 11:32:20 AM

Caller is wanting to complain about a patdown that he received in LFT. Caller says that his experience was a humiliating one. Caller says that he went through the AIT machine with no alarms going off, but after his screening he was stopped by a TSO. The TSO told him that he was randomly chosen to go through a patdown due to an anomaly that came up during screening. Caller says that the TSO took an extended amount of time to perform the patdown. Caller told the TSO that he would just take his clothes off so the alarm can be resolved. The TSO allegedly retorted with telling the caller to shut up or he ll be arrested. Caller says that he doesn t have to go through a patdown in other airports, and he is wanting information on what happened during his patdown to cause the alarm.

Caller mentions that he is black and the screening did happen in LA. Caller is asked at this point if he believes the patdown was done due to discrimination or if he believes it was racially-motivated: caller declines any belief that it was due to discrimination. Caller does mention that he was going to a funeral and he might have reacted in such a manner due to his emotional state. Caller is just wanting an explanation on what happened during his screening.
Caller is a frequent traveler from ATL. He always opts out of the AIT and get a patdown. He recently had a patdown at ATL. The officer that done the patdown tested his gloves for explosives and they tested positive. The supervisor re-done the screening and his latex gloves tested negative for explosives. They made a resolution patdown report that had his name and information on it and the results of screening. Caller wants to know how this will affect him as a passenger in the future. Caller became upset because I could not provide him with an answer. He then said that he knew who to contact, said good bye, and disconnected the call.

3/4/2013 2:42:43 PM

Advised caller:
The explosive testing tests for materials commonly used in bombs. A lot of materials are also used in other things as well.
We don t have any specific information regarding the resolution patdown report here in the contact center. This may just be procedure and may not even affect him in the future. If he has further concerns he can contact the CSM at that specific airport who may be able to provide him with more specific information about this. I told the caller that I could tell him how to get the phone number for the CSM.

3/4/2013 3:05:40 PM

Caller and her husband flew out of SEA airport on 03-01-2013 at 11:30 am flying on Alaska airlines going to Palm Springs Airport.They went through check point 4. Caller is upset that her husband had to undergo multiple screening procedures at the airport including going through the AIT 4 times. Told caller that I will document her complaint and gave her the number to the CSM at the SEA Airport to assist her.

Caller wanted to make a formal complaint about checked luggage and carryon luggage. Caller flew from San Diego to Seattle Washington on Alaskian Airlines. Caller stated at San Diego she went through the AIT and when she got out she had to have her hair searched and the TSO said her hair was think and then 3 guys came over and said her luggage was searched and the caller doesn t know why she had to have additional screening.

3/4/2013 4:01:23 PM

Advised caller the following information:

Advised caller anything outside of the security checkpoint TSA has not jurisdiction as to the additional screening. Apologized to the caller about the experience she had at San Diego Airport. Advised caller if she had hair extensions or a hair piece and she had pins or combs in her TSA the AIT showed up as an anomaly and additional screening had to been to clear the anomaly.

Advised caller the airline and airport has their on policies and regulations. Advised caller the screening of checked luggage there would be a Notice Of Inspection in their luggage is TSA physically had inspected her luggage.

Caller is planning to take a trip and her daughter has luekemia and she has a port in her chest . Caller was wanting information for her going through screening.

Resolution:

3/5/2013 10:55:05 AM

Specifically, you were concerned about screening for passengers who have port and catheter devices. 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. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) 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 sites default files publications disability_notification_cards.pdf.

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 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.

Advised caller if a patdown is requried she would get a modified version of the patdown.

Caller was wanting to know if she needed any documentation from the doctors.

Advised caller that documentation is not a requirement however if she has it she can present it.

Caller stated she went through the checkpoint. Caller stated she didnt want to go through the radiation. Caller wanted to know about the AIT. Caller stated the lock on her checked luggage and she waited for her luggage for over an hour. Caller stated she had personal items and prescription in her checked luggage. Caller wanted to know about opting out of the AIT.

Advised caller the following information:

3/5/2013 11:35:00 AM

Advised caller she could opt out of the AIT before the screening start.

Advised caller I would send the claim forms via email address.

Advised caller she didnt need a doctor' note.

Advised caller

Caller thinks that she is on the Watch List, she remembers that she got the carry and concele and she states that she called TSA and asked if she can carry her gun and they said that in checked. So she took it in checked baggagge and she states that since them she has been having problems with flying, they have been searching her more and her baggage are always searched or broken. She flew from Ft, Lauderdale to Tallahassee the last time. She states that in Tampa International, she was placed in a machine that she calls the Bomb Box, she states that someone told her that if she enters the machine and she has something that she is not suppose to have it will blow up, she states that it was a lot of pressure and air when inside of that box.

She states that about a month ago, she went through the Metal Detector and she got patted down and she states that the TSA officer told her that she had to have a patdown because she had residue on her gloves from her, and she states that another officer came in the room and preformed another patdown and she states that there was no residue on the gloves of that TSA Officer.

Informed caller:

3/5/2013 12:08:18 PM

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. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

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.

Caller states that he was in route from Puerto Vallarta to Phoenix to Spokane WA, with US Airways, he states that they got cleared and picked up their belongings to go through screening, he states that his wife has a pacemaker and she cant go through the AIT she had to wait for a female officer to give her a patdown, they asked her to take off her watch so she did and she states that when she got to her plane she realized that she had forgot it at the tsa checkpoint, he states that this is our fault because we had to search his wife.

3/5/2013 2:20:54 PM

Informed caller:
PHX
that he can contact the lost and found or he can call this number back and press option 5 enter the airport code, PHX and get the customer support managers number so maybe they can assist him.
http: www.tsa.gov airport-lost-found-contacts#48
Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Disability Description: Caller stated she has metal implants due to hip and knee replacement surgery.

Information Request: Caller stated she flew from Charlotte NC to Jacksonville Florida with a connecting flight to Tampa on Us Airways. Caller stated she has metal implants and she had to have a patdown and the caller stated the TSO was rough for the patdown and the TSO didnt offer a private screening and she had to lift her arms above her head.

Caller is complaining about the patdown she received.

3/5/2013 2:27:49 PM

Response Details: Advised caller the following information:

Advised caller where she has metal implants and she went through the AIT it showed up as an Anomaly. Advised caller to resolve the anomaly she had to have a patdown done. Advised caller the patdown is done to make sure to clear an alarm. Advised caller the TSO has been trained on how to do a patdown and the reason the screeners us the back of their hands is because the screeners has to get close to passengers private parts. Advised caller she could request to have a private screening for the patdown and she could opt out of the AIT machine but she would have to request this before any of the screening begins.

Apologized to the caller about the experience she had at the airport

Disability Description: Caller said that theya re traveling from Providence to MCO on 3-10-12. Caller said that they have a 2 year old that has autism. Caller said that has issue with being touched and also has a complex where he throws up.

Information Request: Caller was wanting information for getting him through screening.

Response Details: Specifically, you were concerned about screening of passengers with intellectual or developmental disabilities.Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

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 sites default files publications disability_notification_cards.pdf.

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.

3/5/2013 3:56:33 PM

Caller was also concerend about him standing in line and being around noise.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions

Advised caller that I would email her additional information on traveling with children who have disabilities.

Emailed caller information.

Advised caller that once she goes over the informaiton and if she thinks that she might need assitance that she can call us back 72 years before the flight with the flight details.

Disability Description: Caller wears an insulin pump.

Information Request: Caller stated that she is flying out of PDX on Saturday, and she wears and insulin pump and will also be bringing a back up as well. She is required to request a hand inspection of the device according to the manufacturer, and the last time she did that, she had a horrible experience. She was told that requesting the patdown automatically subjected her to receive additional screening and the did an ETD on the device as well. She has heard inconsistent information from other passeners as well as a supervisor she spoke with the last time she called in and had the information sent up. She wants to know what to expect this coming Saturday, along with information about what the protocol is supposed to be for requesting a hand inspection.

3/5/2013 6:13:35 PM

Response Details: I told her that there s no way for me to be able to guarantee that she would not receive additional screening. Our information states that she can be screened either connected or disconnected from the device. She can go through screening as normal, whether it be through the AIT or the WTMD and receive a patdown. She can request a hand inspection of the device and it could subject that for an ETD test. Since I m not at the airport, there s no way for me to be able to tell her why she was subjected to the additional screening, nor would I be able to tell her what to expect at the checkpoint Saturday.

I advised her to contact the CSM there, explain the previous situation to them and the inconsistency that she s experienced with her responses. She may be able to give her more information on what to expect.

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

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 3/6/2013 7:38:24 AM
Airport : BOS - Logan International
Date/Time of Travel : 03/03/2013 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : c terminal
TSA Employee: (If Known) :
Comment : To Whom it May Concern at the Transportation Security Administration,

3/6/2013 10:14:14 AM

I am a female in my mid-twenties, and I have had quite a few pat downs (50 or so) over the past 3 years, as I always opt-out of the advanced imaging technology. I have never found the touch or the process of the pat down invasive, and I appreciate that I have this option to opt-out of the scan. I am always fine with having the screen in a public area, as it has not been a prying experience.
I regret that on Sunday, 3/3 at Logan International Airport I opted-out of advanced imaging and had a pat down. I feel the need to share with you my experience, because the technique the young woman (probably similar age to myself) was very different than any pat-down I have had at that airport security check points in the past. The pat-down differed in these ways:
Pressure with hands was much firmer – I would classify it as groping, not patting.
The gloved hand of the examiner spent much more time in bare contact with my skin, especially around my abdomen – had me lift shirt up to expose skin – have not been asked to do this before.
The time of the pat down was longer then past experiences, 2 other persons were patted down in the time that I was still being patted.
Hands lingered around inner-thigh as it was groped/patted (not sure what to call it now) When my pants waistband was pulled out, it was pulled 6" away from my body, exposing my underwear and her hand groped further down into my pants then anyone ever has, not just along the waistband.
...
Clearly, I am just a citizen, and not formally trained in pat-downs myself, but I can tell you with assurance that this pat down I had at Logan Airport on 3/3 was different than any other one that I have had in the past.
I took the time to share with you how the mechanics of this pat-down experience played out, because I know that is the information that you will use to make informed decisions to address the issue to best serve the safety of your citizens. Less important, or possibly meaningless to you, I did not feel as if safety, for me, or anyone else was being served when I had this pat-down on 3/3. What I felt was purely molested.

Thanks for taking the time to read,
Very concerned about the future
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

3/7/2013 10:16:09 AM

Caller flew on 2 27 2013 from O Hare to Cancun on United Airlines flight 1198. She went through the checkpoint at about 8 am. She asked the TSO if she would be exposed to radiation if she goes through the AIT. He told her yes. She asked for a patdown. The TSO then asked her if she has a cell phone. She told him no. He asked if she has a laptop. She told hiim no. He then asked if she watches tv. She told him yes. He asked her if she knows that the tv gives off radiation. She said that he did not respect her decison when she requested a patdown. She works in radiology. She stated that the agent does no know her current state of health. He does not know enough about radiation to be giving her information about it. She told him that she is trying to minimize her exposure. She said that he just kept on and would not drop the subject. She did not get his name. She said that she was finally given a patdown after she asked what the delay was. She was told that she is always welcome to go through the machine. She requested to speak with a team lead who was rude to her. She did not remember his name. He told her that the AIT does not give off radiation and no one would have told her that it did. She said that she was completely disrespected as a customer and she does not appreciate it. She stated that her treatment was unprofessional, disgusting, and unacceptable. She wanted to make a complaint. She said that she hopes TSA takes her complaint and uses it to educate the staff, especially the higher level positions.

3/7/2013 3:02:28 PM

I gave the following information: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.
I advised her that I would forward her record to the CSM at O Hare for review.
The caller s adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include 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.

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.

Your answer to my previous e-mail was not the least bit helpful.

Your response deals with secondary screening.

My inquiry SPECIFICALLY questions AIT screening of people who are 75 years or older.

Your pre-printed "form answers" which you e-mailed to me do not address my question.

3/8/2013 8:13:41 AM As I stated in my previous two e-mails, at one airport I am not required to undergo an AIT screening since I am over 75 years old. I am only asked to go through the metal detector.

At another airport, I am told that regardless of age, everyone must go through the AIT screening.

Can someone in authority give me a direct answer to my question?

Your truly,
(b)(6)
e-mail: HYPERLINK(b)(6)

Caller wants to file a complaint. The caller and her sister traveled through CLT en route to Montego Bay. She stated they did not appreciate the way that were screened in CLT. She believes that everyone does not get treated the way that she and her sister were treated. She believes that Caucasians do not have to under go the same treatment. She had opted out of AIT and had to undergo a patdown and ETD. She had touched her with something and was told by the gentleman she was clear to go. Then the female officer told her she was puffy down there. She and her sister were taken into a private screening room. Caller states that she asked the officer if she thought she had a penis. The caller was asked why she was traveling to Jamaica.

Transferred the caller to (b)(6

(b)(Notes:

3/8/2013 2:47:55 PM The caller opted out AIT and went through the walk thru the metal detector. She had to undergo a patdown. She caller stated that the officer that patted her down stated that she was puffy down there. The caller stated that she was told that she was clear apparently by the person who did the ETD. She was questioned about going to Jamaica and was asked why she was traveling there. She stated that she was asked about the cash that she was carrying. The caller mentioned that she could be wearing a maxi pad. She was traveling on US Air and she stated that she was on a morning flight. She could not tell me what time her flight departed. She does not remember what security line she was in and she does not have the names of the officers involved. She only knows that they were all women. She also had some items taken from her baggage on her return trip back to the US. She stated one of them was a charge and a HDMI (Internet) cable that was worth a lot of money. She stated that she received ill treatment in Jamaica. The caller s sister, (b)(6) also received ill treatment as well.

I advised the caller that she would have to place her complaint in writing. I advised her that I would send her some information regarding how she would need to proceed and I obtained her email address. I told her that I was sorry for her unpleasant screening experience but that before anyone could look into the matter, her complaint would need to be in writing. The caller clearly feels that she was discriminated against due to her race. I also provided the caller with the number to the US Department of state and told her that she could phone them in order to get information on whom to contact in Jamaica due to her unpleasant screening experience there.

202 647 4000

Disability Description: Caller had a hip replacement five years ago. She has gone through the AIT before. She flew from JFK to SFO on Wednesday at 4:30pm on Virgin America. She went through the WTMD.

The woman was very inappropriate. She filed a complaint with Virgin America. She had her hand up her crotch and down her pants. The TSO was touching her private parts. She knew if she complained that more people would come and she might miss her flight.

She was never treated like this before. She was highly embarrassed. She

She does not mind being scanned. The TSO said, Do you want to do it privately or out in the open. Caller felt violated. She understands the procedures. Caller was very upset.

3/8/2013 2:58:09 PM Caller stated that she was by herself and so would never have done a private screening.

Caller will be filing a written complaint. She asked if the way the screener conducted herself was how she was trained. I told her that they should tell the passenger what they will be doing. 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.

She asked how to avoid this in the future. I told her she could always ask for a supervisor. She could also call us back 72 hours prior to her flight, excluding weekends, and let us know that she needs assistance at the checkpoint. We will get her itinerary and we will send this to the disability experts who will take it from there.

The caller is a transgender male and he flew from SFO to IAH to Guatamala on February 21, 2013. However, while at SFO, the TSO conducted a patdown following an anomoly with the AIT and after feeling the callers left breast asked, are you ok, man? are you ok? . When the caller went through screening at IAH, the male TSO told him that he did not need to conduct the patdown and just go through the checkpoint. This occured after the AIT alarmed once again. He wanted to report the incidents, but did not feel discriminated against but did find it odd that he did not receive this treatment in Guatamala. Instead, he wanted information regarding the screening procedures for transgender passengers.

Flight Information:

Date of Travel: February 21, 2013; 12:13 PM
Departure Airport: SFO
Airline: United Airlines
Flight Number: 0543
Terminal and Gate Numbers: Terminal 13

Date of Travel: February 21, 2013; 7:29 PM
Departure Airport: IAH
Airline: United Airlines
Flight Number: 2502
Terminal and Gate Numbers: Not Provided

3/8/2013 7:31:40 PM

Advised Caller:

TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Transportation Security Officer (TSO) receives training on professional conduct.

Passengers that alarm the metal detector or the AIT will be required to undergo additional screening. Passengers directed for additional screening will undergo patdown inspections. At anytime passengers may request that patdown screenings are performed in a private screening area, and TSOs are instructed to honor a passenger's request for private screening.

If additional screening 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. 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.

I apologized for the behavior of the TSOs.

Thank you again for your prompt reply to my last e-mail.

If only I could get a prompt and definitive reply to my question, I wouldn't have to keep writing these e-mails.

Your latest reply states that when there are problems, complaints, and concerns with security screening at an airport, that you forward the complaint to the CSM at that airport. You further state that you were unable to do that because I did not specify the exact airport.

3/8/2013 9:23:29 PM

The airport is GREENSBORO AIRPORT in North Carolina (GSO).

Again, my question to you is, since I am 75 years old, why do the people at GSO airport require me to undergo an AIT screening.

Who sets up the policies for screening? Does the TSA person in charge at an airport make the rules or does the person in charge of the entire TSA make the decisions and those decisions are then handed down to all the nations airports?

Yours truly,
(b)(6)
e-mail: HYPERLINK(b)(6)

3/10/2013 9:08:25 AM

I have sent you one e-mail already that was not answered. Please call me at (b)(6) so that I can express my complaint about a pat-down at Ft. Lauderdale airport last Monday. I have a knee replacement. There was not AIT machine nor was a wand used. I object to pat-downs. I am a retired teacher and grandmother of three. It is a demeaning and invasive procedure! In the 5 years that I traveled back and forth to KS to visit my daughter, I was chosen for pat-down almost every single time at the security area!!!! (b)(6) Gettysburg, PA

Caller had a bad experiance at the Orlando International Airport, he states that the TSO officer (b)(6) told him that he had to remove his belt, and he didnt want to remove it so after arguing with him over the belt, the TSO officer told him that if he did not then he would not go through screening, so he removed his belt and then he talked to the supervisor at the airport and the supervisor told him that he does not have to take the belt off, caller states that he requested that the TSO that told him to take it off be called upon him and the supervisor so that the supervisor tell him that he was wrong and that the caller not have to take off his belt. Caller wants to know why he has to take it off and where can he find information on the website stating that he has to take this off?

3/11/2013 7:46:44 PM

Informed caller:

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

Informed caller that I do not have the information that he is requesting, informed caller that I can send this to the CSM and maybe they can provide him with the information, caller refused for me to do that.

3/12/2013 8:43:24 AM

Caller spoke with another agent and when going through screening, agents don t have a right to photo copy your ID?
They made a copy of his boarding pass and ID, agent told him they don t have a right to do that, wants to confirm that information.
Incident happened at ATL, 2 days ago and he asked if they could use his ID information to match to the AIT image?
Caller stated he didn t want to contact the CSM at ATL and would call around to see what information he could obtain.

Response:
Advised caller no information concerning his question, could be an airport call and explained how to contact the CSM at ATL.
Explained to caller the AIT has no capability to store images once exiting the scanner the image is gone.

3/12/2013 1:45:59 PM

Caller is a Delta flight attendent. She is in her complete uniform and just went thorugh security in New Orleans. Caller says she wants to complain on consistency between airports. She says the jacket is tight fitting. She says that the officer required her to remove her jacket and she is not required to remove this at other airports. She says that when she triggers an alarm, they give her the option to remove the jacket, but usually it is just that she forgot her cell phone in her pocket. Caller is upset that she had to remove her jacket. She wants to know if she needs to fill out another comment card and send it to D.C. again. Caller wants to know if I am familiar on screening procedures for crew members. Caller says that she is more concerned with knives going on planes than jackets.

Advised caller:
The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and you 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. Generally jackets are required to be removed. We don t have specific information regarding crewmember screening except that crewmembers do not have to go through AIT every time they fly. Flight crewmembers are subject to random screening as well. I explained to the caller that submitting a comment card is her decision.

3/12/2013 3:07:56 PM	Disability Description: The caller has an insulin pump. Information Request: The caller indicated that she travels through SEA and SJC regularly. She indicated that the insulin pump cannot be subjected to the AIT or xray screening as such may damage the pump. it can be subjected to the WTMD. She requests a pat down and indicated that her hands are swabbed. She asked if there is an easier way to get through the screening process. She mentioned that during a pat down at SEA a TSO literally dropped her pants. She indicated that the screening process in regard to the insulin pump is dysfunctional and TSO are poorly trained. She asked what is the concern in regard to the insulin pump as opposed to the knives that will soon be allowed. She feels that the screening process for the insulin pump and passengers with disabilities needs to be addressed and changed. She asked why Precheck was only being allowed to passengers who are frequent flyers. She is a frequent flyer with Alaskan Airlines, but doens t meet the requirements. She asked if there were other alternatives to participate in Precheck. Passengers should be provided with an option to partipcate in Precheck directly with TSA. Response Details: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins. She cannot request to be screened by the WTMD in lieu of AIT or a pat down. TSA may use technology to test for traces of explosive material. I advised that she does have the option of disconnecting from the insulin pump if she can safely do so. She can request that the insulin pump be screened physically and visually by the TSO. I advised that additiona screening, including the hand swabbing is part of the screening process. I cannot guarantee that this would not occur, or that she would not receive other additional screening.
3/13/2013 10:58:32 AM	Caller stated that she is 77 years old and recently took a family ski trip caller stated that she had a knee replacement surgery a years ago and has metal in her knee and after going through security at ORD she was not to happy about the patdown that she received. Caller also stated that she heard that they will be eliminating the Screening Machines at airports and wants to know if there is anything that will proclude her from going through the Screening when she flies. Caller stated that she does have a card from the hospital stating that she has a knee replacement. Advised the caller that all passengers are required to go through Screening and advised the caller that if she would feel better she could bring a Drs slip and give to the Security officers at the checkpoint. Gave the caller the following info: Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. We hope that this information is helpful. Gave the caller the following info: 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 caller stated that he just arrived in Kan City on Southwest flight number 1026. He stated that he refused the AIT and was given a double patdown. He stated when his things were given back to him that they not give me the laptop back. He stated that this is TSA s fault and wants his laptop overnighted to him today! The used a choose word about the TSOs conducting the screening.

Advised Caller:

You will need to contact the lost and found at:

3/13/2013 2:34:10 PM

Phoenix
Phoenix Sky Harbor International Airport
602-626-1453
http: www.tsa.gov traveler-information airport-lost-found-contacts#48

The caller wanted to know if TSA will be responsible.

Advised Caller:

If TSA is at fault that may make these arrangements.
Caller stated that she has not flown is quite some time and seen in a AARP magizine about TSA Precheck Caller stated that some thing happen awhile back and she cannot tolerate people touching her. She also stated that she has some health issues in regards to flying. Caller stated that she heard something about travelers over the age of 75 even though she is not over the ages of 75 and needed information on that as well. Caller asked if United Airline participates in the Frequant Flier program Advised her that they did. Callers ultimate goal was to avoid the screening process adivsed her that was not an option that she would have to go through the AIT or a through patdown. Gave the caller a brief explanation of the TSA precheck program and she stated that the Frequant flier program would better suit her.

3/14/2013 11:00:07 AM

Gave the following info:
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.

Gave the caller the following info:
Currently, TSA Pre\u2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre\u2713™ participant when submitting a passenger's reservation information to TSA.

3/14/2013 1:42:53 PM

Caller flew on 3 12 2013 from SEA to Juneau on Alaska Airlines flight 76. She has a stainless steel hip. She said that the agent told her that he wishes she had told him about the hip before the screening began. She had to wait 20 minutes for a female agent to show up. She said that she also has a neurological disorder and she was stressed and hungry. She said the agent put her four bins of items on the counter. Her computer bounced off and her phone shattered. She said that the agent did not use care when placing her belongings on the table. She did not want to file a claim. She said that the items still work. She was subjected to an unnecessary patdown because there were no signs posted and her property was damaged. She thinks that disabled people are being discriminated against because there are no signs posted at the airport telling them the procedure for going through the checkpoint. She said that she does not want to file a written complaint. She did talk to a supervisor who was very nice. She wanted information on the screening of passengers with metal implants. She wanted her record forwarded to the CSM because she thinks there should be signs in the airport that provide information to disabled passengers about their screening options. She said that she will never go through this again and she hates to fly from SEA.

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. 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.
I told the caller that to make a formal complaint she would need to submit it in writing. She said that she does not want to make a complaint.
I advised the caller that I would forward her record to the CSM at SEA for review.

Disability Description: Caller flies several times a week on United Airlines out of LAX and has a feeding tube that is surgically implanted. He has sealed bottles of liquid nutrition. He is also a member of TSA Precheck. Every time he goes through screening there is no consistancy with the screening of his bottles of liquid. He stated that sometimes they just look at the liquids an pass him through sometimes they do the ETD swabbing and the last time that he flew he had to go through a patdown screening and had to take his belt off.

Information Request: He is wanting to know why the screening process is so different and there is no consistancy at LAX.

3/14/2013 2:23:48 PM

Response Details: I advised him that when he goes through the AIT screener or the WTMD and an alarm sounds he will have to go through additional screening which would include a patdown.

I provided him with the contact number for the CSM at LAX Karen 310-242(b)(so he will be able to contact her since he did not want me to forward his information to her.

Email not sent.

Incident Details: Caller stated that he does not feel discriminated against and he feels that its just bad customer service.

Disability Description: Caller stated that she flew recently and she has a complaint in regards to the screening that she received at FLL.

Response Details: Caller was wanting to know what the new screening procedures are for passengers over 75.

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

Apologized to caller and advised her in order for her complaint to be formal that she would need to submit it in writing.

Emailed caller the DRFI.Also advised caller that I would forward her information up for review. If they need to get in contact with her for any reason they will so by email.

3/15/2013 3:48:07 PM

Incident Details: Caller said that she placed all of her items in the bins and took her jacket off. Caller said she approached the WTMD and she advised the agent that she could not go through the AIT because she had a brain tumor. She stated that her physician told her to not be exposed to any type of radiation.

Caller said that the agent then told her that she had to undergo a patdown. Caller said that she told them that she could not undergo a patdown because she has psoriasis and she incounters pain when touched. She said that the agent ignored her request and continued to pat her down.

Due to her medical conditions she stated that she has difficulty standing. She said that she told the agent this and requested a chair. She said that her request for a chair was denied and the patdown continued. She stated that she does not wear a bra and the agent lifted her shirt up in front of everyone.She said that she lifted her breast up and searched them as well. She said that her skirt was pulled down and she was searched around the waist.

Caller said that she has been patted down before, but she has never had her shirt lifted up, her skirt pulled down and her breast picked up.Caller said not only was it painful but it was embarassing as well. She stated at this point she was standing at the screening checkpoint in tears.

Caller said that she is not sure if she was discriminated due to her disability, however she does not understand what happened or why it happened.She said that she went through screening aroun 12:48 and it took so long that she feared she was going to miss her flight.

Caller said that she flies about 6 time a year and she has never had this happen.Caller said that she was asked if she was 75, and was told if she was that she would not have had to undergo this screening.

Caller was upset and was wanting to know what her age had to do with anything.

The caller stated that her airline gave her this number to ask some questions. She was traveling from ORD to RSW. She was in a wheelchair when she went through screening at both airports. She stated that she can walk short distances and went through the body x-ray. On both flights the TSOs made her get a patdown as well even though she knows there was no alarms sounded. She wants to know what the purpose in the x-ray if the TSOs are still going to give patdowns and hand inspected bags. She stated that she was also upset because the patdowns wwere in front of everyone including men and she felt uncomfortable.

Advised Caller:

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

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

3/15/2013 4:23:52 PM

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.

The caller does not have the flight information. The caller then stated that one person cleared her and other TSO stopped her. The female TSO went through her cometic bag after it had already went through screening. She stated that she has never been offered a private pat down. She also wanted to know if we still did not let passenger lock their luggage. She stated that she has to have wheelchair assistance and if the wheelchair is not there when she arrives it takes to long to get her baggage and her baggage is just left there. She stated that she would just feel safer is it was locked.

Advised Caller:

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

We still do not recommend for passengers to lock their luggage. However, Transportation Security Officers (TSOs) are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks such as Travel Sentry® and Safe Skies® are accepted and recognized by TSA for use at all airports where TSA screening is performed.

I apologize that I cannot clarify why you were selected for a pat down in both airports on all three times. I can only tell you that patdown are conducts to clear alarms and can be done at random as. In the future if recieving the patdown in the general public you can always request the private screening. This will be conducted by someone of the same gender and you can have someone accompany you as well.

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

Disability Description: The caller has flown several times. She stated that she had a terrible experience at the airport.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She stated that she was asked if she could remove her ostomy for screening. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy.

Information Request: She asked how she can avoid this in the future. She asked if Precheck will help avoid this situation. She asked if she will always have to do this and she asked if telling them will help the process.

She did not have all of her previous flight details available, however she provided what she had.

3/16/2013 6:19:31 PM

Response Details: 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) or the walk through on their own. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. 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. Even for expedited screeing the ostomy maybe subjected to additional screening.

Email sent.

I explained that I can forward this information to the CSM at MDW for review. I aplogized to the caller for the situation. I explained that I will need her flight details and her email address to forward this information to the CSM.

Incident Details: She stated that this is really an act of poor customer service and she does not wish to file a disability related complaint.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and an anomile occured so, she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She was asked if she could remove her ostomy for screening and she told them no she could not. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy down for ETD testing.

Hello,

Just traveled to Kona, Hawaii.
While going though the airport home I noticed your AIT. I asked a TSA agent that if I don't want to go through the X-Ray I can get patted down. She told me I was correct. After putting my bags on the belt to go through the bag x-ray a different agent agent (male) came up to me and instructed to proceed into the full body scanner. I said I don't want to. He asked me how old I was which I replied 16. He then said that you've switched to "Sonic" detectors. I proceeded to go through the AIT.

After looking this up online I have failed to see any evidence you have switched to "Sonic" full body scanners. Do these exist and if so is it being used at this airport.

If they don't exist or are not being used at this airport I was lied to by the Male TSA agent after I opted OUT of using the full body scanner and asking for the pat down, forcing me to go through the full body x-ray machine.

This incident happened at the Kona Intl, Airport on Friday 15th at around 6:30pm Kona Time.

3/17/2013 1:20:22 PM

Thank you,

(b)(6)

(b)(6)

Sent from my iPhone

3/17/2013 5:01:38 PM

Caller said that his wife just had a issue in Phoenix where she asked not to go through the AIT machine and they told her she would have to receive a patdown instead. But when they was in Houston they just let her go through the WTMD instead. He asked if what Phoenix said is the correct protocol because even the supervisor at Phoenix said that it was.

Response- I told him that is the correct protocol for when you opt out of the AIT machine.

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 3/18/2013 2:36:34 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/15/2013 7:30 AM Airline & Flight Number : DL3299 Checkpoint/Area of Airport : TSA Checkpoint through AIT screener TSA Employee: (If Known) :
Comment : I went through the scanner as I do about 4 times a week every week for the past 15 years and made sure all my pockets were empty, I always hold my cash visibly in my hands. Upon exciting the machine the female TSA agent asked me to hand over my money for 'inspection, pat down and counting'. I refused asking her 'Since when have people been required to hand over their money to TSA agents?' She yelled at me to comply. I refused saying she had no right to count my money or to ask me to hand over the cash in my hand. I told her I would show her what it was and that was as good as it was going to get. She replied that ' I was going to miss my plane then, because unless you hand over the money for pat down then you ain't getting on that plane'.

I refused and she yelled at her supervisor to come over and he yelled at me to 'comply or face the police, criminal action and be detained' if I didn't hand over the cash for inspection. I told him the same thing I told the other TSA 'agent' - that they had no right to demand my money (it was only about $450) and he replied 'do it or be arrested'. I tossed it to him and went to get my bags saying to him 'Great you keep it if you guys are so desperate to get money off everyone'. The female TSA agent yelled at me so loud everyone stopped 'Do not move! Do not touch your bags until I give you permission to touch a damn thing!' I turned and she threw the money at me and I took my bags. We traded insults for a second about her lack of a GED and

3/18/2013 8:28:15 AM

customer service skills and her calling me an 'asshole.'

I left to get my flight and as I walked passed the cop who was watching he said 'She can't ask you for your money, she was out of line, you should complain.'

So here I am, making a complaint. I am stunned that a TSA agent would ask for my cash, nobody has every done that in all my travel - and I travel, I travel about a million miles a year so I have been through TSA checkpoints more times than most TSA agents.

Please clarify the rules on what the TSA agents are allowed to search and what the rules are regarding cash amounts like I was carrying - about $450. I would also like to lodge a complaint about the TSA agent and her supervisor with regards to their behaviour and threats.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Numbe(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 3 10 2013 from Detroit Metro Wayne County Airport to St Louis on Southwest flight 365. She went through the checkpoint about 8 am. Her flight was at 9:35 am. She has a pacemaker. She went through the AIT and said that you could see her pacemaker on the screen. Caller stated that another TSA agent told the agent screening her that the other passenger was her cousin and to send her to him. She said that the other passenger was not her cousin and she was disturbed that the TSO would claim that he was related to her. The agent swabbed her hand. She asked why he was doing that. She said that she did not appreciate this. She is 70 years old and has never had that happen to her before. Caller said they knew she had a pacemaker and wanted to know if they thought she had a bomb or something based on the way she was screened. She did not get the names of the agents and she does not know what gate or terminal she went through. She does not have an email address. She wanted to know why TSA swabbed her hands.

3/18/2013 9:15:14 AM

I gave the following information: ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening.
I advised her that some items like lotions may set of the alarm.

I told the caller that I am sorry she had an unpleasant experience. I told her that the ETD swabbing does not mean the agent thinks she has a bomb. I advised her that I would forward her record to the CSM at Detroit Metro Wayne County Airport for review.

Caller went through security at DCA this morning , Flight #1523, via US Airways and he is missing his toiletry bag, in a ziplock plastic bag were candies, toothbrush, razor and a partial plate, denture. When he put the bag in the basket to go through the X-ray he opened the bag so they could see what was inside. When he retrieved the bag it was zipped back up and he didn t check the bag at that time. He went through the AIT for screening and didn t see if the bag was hand inspected. Upon arriving in TPA he is missing his toiletry bag with the partial plate.
Returning on Thursday to DCA.

Reason for Call:
Missing toiletry bag

Incident Date Time

3-18-13 9:15 AM
Flight Details (if applicable):

3/18/2013 3:27:37 PM

1. Airport: DCA
2. Airline: US Airways
3. Flight #1523
4. Gate: 38
5. Terminal: C
6. Baggage Claim # NA
7. NOI included? (No)

Call Resolution:
Apologized to caller and provided lost and found phone # to retrieve his items and claim form if unable to retrieve.
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.
Advised 2 years to file a claim

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

Arlington
Caller said he went through security at SFO and flew to Orlando on Virgin American 300. Caller is missing his Beats headphones that were brand new. Caller said these headphones were removed and were replaced with plastic garbage bags to make it appear they were still in there. Caller said while he was going through the AIT , he had his guitar. Caller said when he walked out of there, he was asked to step to the side, he had his guitar, they wanted to run his guitar through to screen it. Caller said these headphones were removed while he was being screened.

At the direction of Congress, TSA established a program at some airports using private contractors instead of Federal security officers. SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:

3/18/2013 6:05:37 PM

Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010

Under the Federal Tort Claims Act, the Government has no authority to compensate claimants for the acts or omissions of its contractors. If you feel that you are not being treated fairly by Covenant Aviation Security, you may proceed directly against the company. We have forwarded a copy of this e-mail to the Customer Service Manager at that location.

I emailed this information to the caller.

Call came in on the ombudsman line and was transferred to agent.
Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.
Caller was asking the screening procedures if not making through the screening process?
Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.
Caller states her mother was crying and told her daughter she was told to remove all of her clothing.
Flying from LGA, with United, via ORD to Colorado Springs, CO.
(b)(6) is her mother s name.
Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:
Screening Complaint and Information

Incident Date Time
3-19-13 8:30 AM

3/19/2013 9:45:27 AM

Flight Details (if applicable):

1. Airport: LGA
2. Airline: United
3. Flight #1707
4. Gate: C9
5. Terminal: B
6. Baggage Claim # NA
7. NOI included? (Yes or No) NA

Call Resolution:
Apologized to caller for her mothers experience and advised information would be forwarded to the CSM at LGA for review.
Explained general patdown procedures to caller.
One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.
Caller is wanting to make a complaint for a screening incident that happened to her on her flight from DFW to Vegas. The officers pulled her aside and did a patdown to her hair. Since she is an African American woman, she feels that she was discriminated against because of her race since they singled her about becuase of her hair texture and style.

CCR informed her:

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.

CCR transferred her through to the MB branch at (b)(6) - Rusty

3/19/2013 5:03:10 PM

Caller flew from DFW to LAS. Caller went through the body scan, after going through she was told that they needed to patdown her hair. Caller states that this has never happened to her before. She states that this did not happening to anyone else. She believes that this occured due to her being an african american, with naturally curly hair. She states that this occured on 3 14 13.

Caller states that when she flew from LAS she went through the AIT there as well. She states that after going through the AIT, the female TSO that was conducting the screening patted down her behind and cupped it. She did not describe to the caller what she was doing, that she was doing it, nor gave a reason for this.

LAS to DFW
3 17 13 6:45 AM American Air

Advised caller that I would email her a RFI regarding her complaint of discrimination. Advised caller that it must be in writing to be formal. Advised caller that she should place as much information as she can into the complaint: what she told me, and any other information she can remember.

Advised caller that I would forward her complaint regarding the patdown to the CSM at LAS, to have them check and see if this was done appropriately or not.

Feedback Type : Civil Rights/Liberties
Categories : Age; Speech
Current Date/Time : 3/19/2013 9:08:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/19/2013 11:30 AM Airline & Flight Number : United Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : middle-aged white male, middle-aged white female, middle-aged Hispanic male (names unknown) Comment : To Whom It May Concern:

3/19/2013 10:01:33 PM

I was travelling from Houston, Texas (IAH) to San Antonio, Texas (SAT) on Tuesday, March 19, 2013. At approximately 11:30am, I entered the TSA checkpoint in terminal C. Upon approaching the screening process, I was directed to the AIT. I told the woman directing the procedures that I would like to opt out. I have done this on multiple occasions before and am fully aware of what I am doing. I am 16 years old, but I am cognizant of my civil liberties and rights as a U.S. citizen and traveler. After she called for a male assist, a white male who appeared to be in his 50's approached me and asked my age. When I responded, he laughed and then began to lecture me about how the machine did not emit radiation and attempted to persuade me not to opt out. I told him that I was fundamentally opposed to the screening process and he laughed once again. I was then directed to the other side of the AIT where I was given an extremely thorough pat-down by a trainee--no major complaints there, I understand the procedure. However, my mother, who was travelling with me, took a picture of the pat-down from a distance, in line with her rights as a traveler (published on TSA's website) and as an American citizen. The middle-aged white male got extremely angry, told the trainee to halt the pat-down, and called for a supervisor. I told him that she had the right to take a picture; he denied this. After the supervisor arrived, she called for the manager of security, a middle-aged Hispanic male. He arrived and said something along the lines of, "this is MY security checkpoint and I am NOT going to allow photography" when I explained that it was her First Amendment right, decided by Gilk v. Cunniffe, to photograph or film as long as she did not directly interfere with the process. A middle-aged white woman also involved herself in the process, and began to rummage through our carry-on luggage without even informing us that she would be conducting a search. One item in our bags was not complaint with 3-1-1 and she ridiculed us, saying something along the lines of, "I thought y'all were so knowledgeable about the rules." My pat-down, which felt quite aggressive after this incident, continued, and the middle-aged white female and male both seemed very eager to make our travel experience as difficult as possible simply because I opted out and my mother exercised her First Amendment rights.

Please remind your screeners at IAH, particularly those individuals working in terminal C this morning, that filming and photography are permissible within the checkpoint and that belittling of their clientele is not only bad customer service but is blatantly unconstitutional, especially when done so based on age or political affiliation.

Thank you for your time,
Cosmo Albrecht
San Antonio TX
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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Caller just arrived from a flight and noticed that his bag has been inspected. There is a NOI in the bag and a line on it that he believes may be a signature. He says it looks like a squiggley line. Caller says that he had a lock on his bag, but it was just for show. He says that it was only through one of the zipper tabs. He says that the handle that was connected to the zipper and the lock are gone. He says that if the officer had looked, they would have seent that it was not actually locked. Caller is very upset about this. He says that he flies all of the time for work and his bag has never been searched before. He says that he doesn t have anything in his bag this time that he doesn t have any other time. He says that it is just his clothing and deodorant in the bag. He wants to know why it was inspected and what can cause the scanner to alarm. He wants to know why it isn t against the law for us to remove his lock, if it isn t against the law for him to lock his bag. He wants to understand the laws governing this.

Advised caller:
I explained to the caller that if an alarm sounds on the scanner, we have to conduct a lawful inspection. If a hand inspection is required and the bag is locked, we have to cut the lock from the bag. I explained that it is required by law that all passengers and their luggage have to be screened before going onboard a commercial aircraft. If the bag alarms, a hand inspection has to be done to clear the alarm. this is part of the screening process. He is permitted to lock his bag, with the knowing that if a hand inspection is required, the lock will be removed. I explained that this is similar to the screening of passengers. If a passenger uses the WTMD or AIT and an alarm sounds, they have a patdown. All alarms have to be cleared. I explained to the caller that we are not liable for locks and luggage if we have to open them to conduct a lawful inspection. I advised the caller that we suggest that passengers leave their bags unlocked. There are locks that we have master keys to, which are Travel Sentry and Safe Skies. We can unlock and lock these back for him. We also do random inspection to keep everything with inspections random, so no one learns the procedures of TSA.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

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Caller is calling on behalf of her brother. He had a flight from MCO to New York on Jetblue. Caller said that when he was going through the checkpoint and his bag and AIT scan was fine.Caller said that they then decided to do a random search. Caller said that due to this he missed his flight. Cakller said that he had to pay 50.00 extra and now he is flying on standby. Caller said that he is black man and she thinks that he was racial profiled.Caller said that he is a big guy who is over 200 pounds and she does not understand why this done.

Resolution:
Advised caller that random screening is something that is common. However I dont have the criteria as to how they perform the random screening.

Told caller if he thinks that he has been racially profiled that he would need to call back in with his flight information and he can write in a formal complaint.

Caller said that she is not sure that he feels that way, she was just saying that this is what happened and she thinks that.

Advised caller that she would need to contact him and see if he thinks that he was racially profiled and if so he can call his complaint in and he would need all of his flights details.

Otherwise we can send his complaint to the CSM at that location for them to review. In order to do that we would need his flight information as well.

Disability Description: Caller uses an insulin pump that he is able to temporarily disconnect from but it is affected by the AIT scanners. An AIT will shut the pump off.

Response Details: Explained to caller that our information states that passengers can be screened without having to disconnect from the pump and they may be screened via WTMD, AIT, or a patdown. However we do not have any information stating that passengers who can disconnect from their medical device may be screened seperately from the pump and what the process would entail. Advised him that I would forward his inquiry to the appropriate office for review and request a response. He stated he may be contacted by phone or email in the event anyone needs his most recent flight information from March 10th.

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Caller is also curious why he has never been offered the option to disconnect from the pump. TSOs always assume he can not do this.

Incident Details: The caller stated that he typically travels from ALB- Albany to MCO-Orlando roundtrip for business. He is calling because he wears an insulin pump that he can disconnect from temporarily. His issue is that he offers to disconnect the pump and pass through the AIT, because if he wears the device through the AIT, it will shut down the pump and he must have it reset. He states that the TSOs at ALB and sometimes other airports will not let him disconnect the device and have it screened while he goes through the AIT; instead they just require he have a full body patdown and ETD screening which he states always substantially delays him. He is requesting information on the procedures and wanted to know why this is not a possibility for him.

Caller stated that he could like file a complaint with TOL caller states that six out of seven times he goes through the AIT machine it give of a false reading on his right arm area and he finds that hard to believe. Caller states that he has absolutley no metal in his right arm.

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Gave the caller the following info:
General complaint: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Every person and item must be screened before entering each secured area. We regret that you found your experience to be less than satisfactory. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Hello,

I left a written comment card at the checkpoint, but I'd like to follow up via email to ensure that my experience is recorded.

The incident took place at SJC Terminal A, Lane 4, on Mar. 22 at 10:30 AM. I was flying DL 2279 to MSP.

Upon reaching the checkpoint, I politely opted out of the AIT and was attended to by an agent (b)(6) The agent was extremely brusque from the moment of first contact, repeatedly and incredulously questioning my decision to opt-out:

"Do you understand that this is not an X-Ray?"

"Yes, sir."

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"There are no health or safety concerns, and you want to opt out?"

"Yes, sir."

"You know this safer than your cell phone?"

"Yes, sir."

"And you *still* want to opt out?"

"Absolutely."

As he began patting me down, he clearly muttered under his breath "Less than 1/10th of a cell phone. Stupid!"

When I asked for clarification, he asserted that "I didn't say you were stupid, I said opting out was stupid."

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The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn t feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor s supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman s body and if he hadn t told them that he was a transgender male they wouldn t have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident.

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Disability Description: The caller was very upset when she called because of her handicapped father in laws screening experience.

Information Request: The caller and her family recently traveled from IAH to JAN. The caller s father in law is in a wheelchair. He went through the checkpoint he was asked to stand for the AIT screening. The caller and a sister in law was assisting father in law but did not tell the TSO agents that her father in law could not stand on his own and required physical assistance. The caller said the screening was a complete hazard, partially because no one advised the TSO of the assistance needed and the sister in law did not understand the screening process of someone in a wheelchair. The caller said they wanted to get a complete understanding of the screening process for a passenger in a wheelchair before the return flight home. The callers concern is that they will be traveling from JAN back home to IAH and want to make sure they are prepared for the return flight.

Response Details: I apologized to the caller for the experience and advised the caller I would take her information regarding the experience and would also send her documents to file a formal complaint if she wished. I also advised the caller I wanted to prevent the same experience form happening again and would like to assist her.

The caller stated they did not want to file a complaint they just needed to be prepared for the screening process and her other family members had not flew before and didn t know what to do. They just wanted help to get him through the checkpoint and make it easier on all concerned, so they are requesting assistance for the return flight.

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The screening process for a wheelchair or scooter is determined by a passenger s ability to stand and walk, although a passenger can be screened without standing, walking, or being required out of a wheelchair. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

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.
A companion, assistant, or family member may accompany a passenger to assist him.

I advised the caller I was going to send a request for assistance for her father in law for the return flight to make the process a much more pleasant one. I again apologized to the caller.

I obtained the flight itinerary for the passengers return flight and a told the caller I would send a request for a Disability specialist to contact her and make adequate arrangements.
I told the caller the specialist may contact her with information via email or phone.

I again apologized to the caller and adivsed if she had any additional questions or concerns to call back.

Greetings-

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my ride home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

Never have I ever witnessed an apparent woman, dressed in feminine attire and presumptively presenting with identification documents illustrating a name consistent with what the eye beholds, groped/searched/patted down as to their breasts. Today, in full view of God and everyone, I endured a man feeling my breasts, all in the name of "I am going to have to conduct a pat down search." I was not asked. I was told the way it would occur and in seconds it had happened.

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I was in such shock, mortification, embarrassment and utter emotional turmoil I did not jot down the name of the man who searched me. I know he was operating the single "puffer" machine at that airport location in Rochester, New York at approximately 3:55 p.m. Eastern Time on 22 March 2013. Your own operational log entries and personnel rosters of that place and time will illustrate to you the identity of the individual of whose conduct I complain, by whose hands I was molested.

Just now I have only finally finished my journey home and am reliving the emotional hurt of having my breasts groped. I am weighing what to do regarding the discriminatory and sexually harassing behavior to which I was subjected today. You, at the very least, have a need for determination whether your conduct "patting down" the breasts of anyone falls within the operational protocols of your protection processes.

Your own website details purported compassionate concern for transgendered travellers who may present with prosthetic devices which might scan anomalously. Your words provide:

"TSA recognizes the concerns members of the transgender community may have with undergoing the security screening process at our Nation's airports and is committed to conducting screening in a dignified and respectful manner. These travel tips will explain the various screening processes and technologies travelers may encounter at security checkpoints.

Preparing for Travel

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herneated discs in her back that prevent her from wearing a bra. When going through the AIT machine he backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passengers breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unecessary. She asked what she could do in the future to make her experience less stressful.

There was also an incident in January when she was flying out of Dayton where she was asked to remove her TENS unit which is very difficult for her. It almost caused her to miss her flight.

Apologized and advised caller:

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

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happen next in the process. TSA regrets if this was not your experience.

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

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

In the future I advised that you communicate with the TSO at the time of screening to let her know what your concerns are and how she can make the experience less stressful for you. They cannot screen you properly if they do not know what bothers you and what your main concerns are.

Caller was escorting his daughter who was flying out of LAS to PDX. He asked the TSO if his daughter can opt out of the AIT screening. Caller said that the TSO at the checkpoint was extremely rude with him. His daughter is 13 years old and he was separated from her during the screening procedure. He was going through the C Gate for Southwest Airlines. Her Southwest Airlines flight number was 2605. The incident occured on 03-23-2013 at 1:00 pm. Caller said he was told if he tried to record

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the screening procedure he would be arrested. Caller said the TSO was staring him down shouting threats at him. Caller said the TSO mentioned that he was the supervisor and his name was (b) but the TSO would not provide his specific information to him when he asked.

Told caller that I will forward his complaint to the CSM at the LAS airport. Caller said the best way to contact him is by telephone.
Caller is an airport employee in Newark. She was just arriving to work and was running late, she works in the quick pack cargo area, and just as she arrived to the employee lane they had closed it. She was in the C2 area and went over to the normal passenger lane and explained to the TSO that she was an employee with a SIDA badge and needed to get through. The TSO was very rude to her telling her that she does not screen employees. She was finally let through and went through the AIT machine. As she was coming out the TSO, named (b)(6) made a point to go up to her and in a very harsh, rude tone said have a nice day. There was another officer by the name of (b)(6) who stepped between them and asked (b)(6) why she was talking that way and told (b)(6) to go on through (b)(gave the caller the TCC contact information and provided her with the rude TSOs name. This all happened around 10:10am at terminal C.

3/26/2013 10:59:31 AM

Apologized and advised caller:

Our policies and procedures focus on ensuring that all people 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.

Caller is flying from Logan to Buffalo. Caller states that when he arrived at the checkpoint he provided he person checking the ID began questioning him. Caller was not happy about the questions being asked of him such as when he was returning. Caller was not satisfied that they asked him if his work cared. He was asked why he did not have a return flight scheduled. Caller states that he was not happy that the officers searched every inch of his body.
Sup. Peter told him to call.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

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TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. TSA Behavior Detection Officers (BDOs) are specially trained in the operational SPOT process to identify and screen travelers of interest.

The Expanded Behavior Detection pilot program recognizes the importance of risk-based security by using scientifically proven behavioral observation techniques and interaction to mitigate risk by identifying potentially high-risk travelers and referring them for additional screening at the security checkpoint.

Caller said her niece is 6 months pregnant and flew from PHX to STL on flight #672. She boarded at gate C7, departing at 12:10 PM flying with Southwest Airlines.
Caller states her niece was jerked out of line without any explanation and an x-ray was performed on her, She had a quarter in her pocket and had to have a paldown. The patdown was done in view of other passengers and a private screening area wasn t offered. Caller wasn t traveling with her niece, she is just calling on her behalf.

She wants something to be done about this and for the TSO agent who jerked her niece out of line to be reprimanded. Caller states this is the first time her niece had traveled and didn t know she could opt-out of the screening technology.
When the TSO realized her niece was pregnant she completely changed her tone, and went from being very aggressive to being concerned.
The niece went through the AIT at approximately 11:15 AM.
The female TSO was an older lady with short hair and her niece said the screener had a loud pushy voice, not really yelling at her, just telling her to stand here, put her hands up, etc.

Caller is ultimately concerned that her niece was not offered a private screening or the option to opt out of AIT despite being pregnant.

Response:
Apologized to caller that for the experience her niece encountered and explained the following:
3/27/2013 11:33:09 AM AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.
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.
This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.
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.
Asked caller if she wanted to address her complaint in writing and she asked if it could be done from the website?
Provided information to caller via email.

Disability Description: Caller wanted to make a complaint about the screening she received.

Response Details: Advised caller the following information:

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Advised caller I would send to the appropriate office for review.

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Incident Details: Caller stated she has a complaint about the screening process. Caller stated this occurred during her screening on Saturday March 23,2013 at Phoenix Sky Harbor to Oakland California on Southwest Airlines flight number 859. Caller stated she is 77 years old and she knows she doesn t have to remove her shoes because she has Rheumatoid Arthritis. Caller stated at 08:00am at security point D and she went through the screening and the alarm went and she was told to remove her shoes. The caller stated she couldnt remove her shoes and was standing with no support. She put her hand on something to have stability and the TSO told her to remove her hands and other passengers helped her take her shoes off. Caller stated she went AIT and found out later she was could have gone through the AIT. Caller stated her shoes through the machine and because of her shoes there are metal and that why the alarm went off. Caller stated she went up to other screeners at the airport and they wasnt any help.

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?

Caller stated the incident was simply poor customer service not being discriminated against because of her disability or medical condition or a failure to accomodate to her disability

Caller flew from DTW to Savannah. When he came out of the AIT a male agent asked if there was water in a container the passenger had. He said yes. The agent asked him to leave the checkpoint to get rid of the water and the agent followed up. He is now missing an envelope with $250 inside. It was in the breast pocket of his blazer with his boarding pass. He had two bins and when he returned with the agent, the bins were separated. His boarding pass was still there but the money was gone.

3/27/2013 3:04:02 PM

Airport: DTW
Airline: Delta
Flight Number: 5064
March 2, 2013 at 12:45pm (Time he was going through screening)
Location: closest to the escalator near the atrium and shops

I apologized to the caller, emailed the claim and instructions which he will receive within 24 hours. I told him I would send this to the CSM for review.
Caller wants to make a complaint regarding his screening experience at MCO at the checkpoint. He was required to have a patdown and the TSO agent was patting his body inside his waistband because the machines showed he may have something metallic in that area. During the patdown, his zipper accidentally came open and he felt offended. Caller stated he opened the zipper to assist the process and the TSO told him he would call the police for indecent exposure.

Caller thought the TSO was inappropriate when he mentioned he would contact the police for indecent exposure. Caller stated the TSO didn t offer him a private area for screening. At that point he requested to speak with a supervisor and the supervisor, SPSO (b)(6) addressed the issue. Caller is very disappointed with the employee who did his patdown. Caller s pants dropped a little and he thinks if the TSO needed to reach inside his pants near his genitals he should have been taken to a private area. The supervisor and another TSO agent took caller to a private area and completed the patdown and he has calmed down but wants to voice his side of the incident.

Flight # 1783, Gate # not sure, Terminal:B Jetblue
Caller states he doesn t want anyone to get in trouble, but, would like to see the procedures improved.
He was not aware he could request a private screening.

3/27/2013 4:38:49 PM

Response:
Apologized to caller for his experience and explained following:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Caller wants to know the documentation that supports the method TSA uses for patdown.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

Escalation Notes: (b)(6)

3/28/2013 4:11:13 PM The caller has a complaint about our patdown procedures.
1. She wants documentation explaining in more detail the patdown
2. Let the public no the expectation of a patdown
She states that she has found no documentation that explains what she is looking for and that the TSOs that she questions cant even say the word vagina. She stated that she has called the ATL airport CSM and no one has got back to her. The caller flys about 16 to 20 times a year and she opts out of the AIT and gets a private patdown. There is no documentation in the room that gives the private patdown of what is expected of the passenger. She states that 100% of the time they touch her vagina.

I advised the caller that the contact center cant address policy issues but we can provide Mr. Pistoles address.

Please send all written correspondences for John S. Pistole to the following address:
John S. Pistole Administrator
Transportation Security Administration
601 South 12th Street, TSA-1 Arlington, VA 20598

I also told the caller we would email this information to her. I am sending this to the CSM at ATL for their review.
Complaint 1
Caller said at Palm Springs, when she went through the AIT, she had a wristband on and no one asked her to remove it. Caller went through the AIT and said the TSO did a patdown and did swabs on her. Caller said she is upset because she felt the TSO should have asked her to remove the wristband instead of her having to go through that screening. Caller stated she did see the sign that said all items should be removed. Caller flew on United Airlines 5652.

Complaint 2
Caller said her husband found a womans dirty underwear inside his suitcase. Caller said she has already reported this to Palm Springs, but said she was disgusted this happened. Caller said there was more than one pair.

3/29/2013 2:38:04 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. 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.

From: (b)(6)
Sent: Friday, March 29, 2013 1:54 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

3/29/2013 4:00:53 PM

Contact Information:
(b)(6)

Frisco, Texas 75034

HYPERLINK "(b)(6)

Location: Greensboro, North Carolina

Time: Approximately 1:00 PM on 3/29/13

Airline: American Airlines

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/29/2013 6:02:53 PM

Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groan and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assualt.
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 had a flight on Monday night from FLL and she has a complaint.

Response Details: I apologized to the caller for her experience and advised I would send the complaint to the CSM at the airport to make aware of her experience.
The caller is going to write in her complaint via email. I provided the caller the email address as requested.

3/29/2013 8:15:35 PM

Incident Details: The caller traveled from on FLL 3-25-2013. She processed the checkpoint between 5:45-6:15pm at C terminal on Air Tran flight 280. The caller said that her medical equipment was damaged because the TSO refused to accommodate her. The caller was required to go thru the AIT while wearing her insulin pump. The caller stated the female TSO refused to allow her to remove the insulin pump. She requested to remove the pump telling the TSO that it would damage the device. The caller said the TSO refused to allow her to remove it and told her the AIT would not damage her medical device. The caller said she proceeded thru the AIT as directed by the TSO. The caller said the pump started to alarm after she arrived home, so she contacted the manufacture Medtronics. The passenger was told the damage occurred because of the AIT screening procedure. The caller stated she felt that TSA failed to accommodate her medical condition because the TSO refused to listen to her concerns regarding her device, and she said the TSO was rude during the process. The caller said when the TSO performed the ETD she was not explained what or why she was performing this test. The passenger said the female TSO officer is mid-aged (50s), short stature and of a heavy build, short perm brown hair.

Caller is complaining for the second time and this has happened in the last 2 yrs at LAX.
She is 81 years old good shape and she feels discriminated because of age and her being White and she stated that every person at checkpoint was African American and she is concerned and annoyed
she intends to make her complaint formal.

She flew on United Express Airline. It happened last Friday morning 9:15 or 9:30.

3/30/2013 9:49:58 AM

She got up to the TSO who was checking boarding pass and ID and didn t have to take her shoes off due to being age 81. When she put her stuff in bins she had little rain jacket, taking everything off but that. She wore the same outfit she has on other occasions. When she got into the AIT having her hands above her head she said they had to do check her repeatedly. After finishing she got out and they told her that they had to check her again, which kept her standing there a long time waiting for a felamle officer. Eventually a female TSO came and was very curt and she told her she would have to touch her groin with a pat down. The caller then told her she had to have her purse with her first, they went to another room where another lady TSO was waiting. The caller told the TSO s that she didn t have any metal in her crotch and asked them "what do you want me to do". one lady left and caller said to other TSO "do you like your job", who responded, "it s a job" When the TSO came back, the caller offered to drop her underwear so that they could see more clearly. She said that she did this because she simply didn t want to be touched. The TSO s told her to go on and didn t pat her down. She said that they said it must have been a seam on her pants that alarmed on the AIT.

She actually said that she feels discriminated against due to her age. When she got to her destination airport she went to the Customer Service airline and she told them she wanted to talk to someone with TSA and she couldn t find TSA person to speak with.

I transferred the call to an MB Specialist:
Disability Description: Caller has an insulin pump as a carry on item and another one attached to her body.

Response Details: If you have an insulin pump that cannot be screened; you should let the TSO know at the checkpoint. You do not have to do the AIT or WTMD if the insulin pump can not be subjected to that.

4/1/2013 3:27:40 PM

Also if you wish to file a complaint you can do so in writing; and I will send you the forms that you need to fill out in writing.

Incident Details: Caller stated that she was going through RSW and the TSO agent behind the counter said she had to go through the AIT because they do not offer pat downs there. She wears an insulin pump that can t be screened in this manner. The TSO there was really nasty, and told her that either she go through the AIT or WTMD or she will not be able to fly.

This incident occured today at RSW at 3:31pm at gate C-6.

Caller wanted to complain about the PHX in September 12, 2012 (approx time is not known) on United in Terminal 2 for an incident.
She was asked by the TSO if it was ok for them to swipe under her breast. The caller told her her no and the TSO said she had to and told her she had to do it and when she bought a ticket she signed away her constitutional rights. Caller asked for a supervisor and a private screening and the TSO Supervisor told her she was going to be escorted out of the airport.

4/1/2013 9:09:04 PM

The second incident occurred on March 28, 2013 at approx 6:30pm when she Opted out of the AIT and an explosive detection alert went off and asked why that happened because she had never had that happen before. Caller was told the protocol and it was because her shoes, purse and another item was detecting explosives and she was taken to a private room where there was a more thorough inspection took place. An Explosive specialist cleared her but she was held 20 minutes being cleared. She feels the TSO that swiped her did not change her gloves and she was detecting something else from previous because she was cleared by the specialist. The whole incident took an hour. Her flight was leaving at 7:40 and she wasn t released until 7:40 which was 20 minutes after she was cleared. She felt she was being detained for no reason. This occurred at PHX checkpoint C.

Apologized to the 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 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.

4/2/2013 8:12:48 AM

Almost every time I go through the AIT at John Wayne Airport, the screeners want to rub the scar (this is rubbing, not a pat down) I have from my gall bladder surgery 37 years ago. I do not have any metal inside me (at first I thought my overweight belly was just causing my pants waist band to fold over since some of the rubbing occurred on my waist), so I don't see why your AIT detects an anomaly, which is what I was told today when I finally got frustrated and asked why they keep doing that (I commute between SNA and SJC Fridays and Mondays so this is pretty often).
I am a 47-year-old, 6' male, approximately 220 lbs, muscular with 20% body fat, and my scar extends from below my rib cage to my waist and is an inch or so to the right of my belly button. I seriously doubt your agents run their hands over a woman who has had breast implants, so I would expect you to make adjustments for other scars or incisions from surgery. Should you wish me to assist you with a baseline scan to adjust your equipment for myself and others who have had surgery in their lives, I'd be happy to help out. I currently live in San Jose, CA, but will be relocating to Irvine, CA, in the next month, so I could visit any research center in these locations. In case it matters, I typically go through security either at the American Airlines or United gates at SNA.
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(b)(6)

Disability Description: Caller had the ball broken off his shoulder and cannot raise one arm above his head.
Caller had a knee replacement.

This call was accidently cut off and I called him back at approximately 12:15

Information Request: Caller is waiting at the airport to get on his flight. Caller missed his flight and feels TSA is responsible.

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.

4/2/2013 11:48:04 AM

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. 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

Response Details: Caller said that he believes this happened because of his medical condition.

Advised caller that he would need to write in a formal complaint.

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 that the biometric id card is associated with TWIC.

Advised caller that we do not have a specific card that will allow him to not go through screening. Regardless of who is traveling if there are any type of alarms or anomalies that a patdown does have to be condicted to clear the alarm.

4/2/2013 1:05:42 PM

Told caller about the notification card that is listed on our website. However I did explain to the caller that it does not exempt you from the screening process.

Caller said that he would get that card.

Ask caller again if he would like to provide a email address so I can send him a DRFI which would include what he would need to do to send in a writeen complaint.

Caller hung up on.

Incident Details: Caller saiid that he completed a flight and he was searched twicel.Caller stated that both on his return flight and his departure flight. Caller said that he declared to the officer that he had a knee replacement.. Callersaid that the officer advised him to proceed to screening and when the alarm went off he had to undergo a patdown.

Caller wanted to know what type of screening the pilots have to go through.

Caller was wanting to know what a biometric id is as well.

Caller is wanting a trusted travelercard that states that he has a metal implant so he does not have to get a patdown when the alarm goes off.

Caller is traveling to Europe and usually wears a money belt but he has to take it off for screening and he is needing to know the process for screening these items. He is wanting to know if the officers have the right to thumb through is money during screening. He is needing to know if there is expedited screening just for the rich people that are flying internationally. Will he need to take his laptop out of the bag for screening.

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

4/2/2013 1:25:24 PM

TSA does have a program in place that is TSA precheck and this program is only for domestic flights and it allows passngers to keep their belt, shoes and light outtter wear on during screening and they can also keep their laptop on the bag during screening. This is only available for domestic flights.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/2/2013 1:06:37 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
4/2/2013 2:06:44 PM
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I travel often and every time I go through body scanner I am stopped for my right shoulder . I have no metal or replacements and get patted down every time. I have had a muscle problem in that area , like a knot. I thought the machine only reacted to metal or explosives. Tired of your private invasion by some stranger " doing their job" why all the false readings ?
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

4/3/2013 6:39:58 PM
Caller is filing a complaint against TSO (b)(6) and her supervisor (b)(6) at the OAK Airport . Caller wife went through the AIT screening and then had to undergo a patdown procedure. When caller ask the TSO why his wife had to undergo a patdown the TSO was very rude to him, they told him it was due to his wife wearing a underwire bra. Caller said the incident occured on 04-02-2013 at 4:30 pm going to the Southwest Terminal flying on Southwest airlines on flight 995 flying from OAK to Burbank. Told caller that I will send his complaint to the CSM at the OAK airport.

4/4/2013 4:35:34 PM
The caller advised the flew from MCI to LAS and a return flight from LAS to MCI through ATL. Both times he went through AIT screening, while wearing totally different clothing, an anomaly showed on the right side of his body above his waist but below his arm pit. He is scared that he may have something wrong with him, such as a tumor.

I told him that the AIT is not an xray, it takes a general scan of the outside of the body. Sometimes, a false-positive can happen. This means that the AIT is catching an anomaly, when there is really nothing there. A patdown of the area where the anomaly occured must still be conducted the clear a person through screening.

Feedback Type : Security Issue
Categories : Other; Advanced Imaging Technology Current Date/Time : 4/5/2013 6:07:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/19/2013 Airline & Flight Number : American Airlines Checkpoint/Area of Airport :
TSA Employee: (If Known) :
4/5/2013 8:05:27 PM
Comment : Do FINALLY have airport liquid scanners in O'Hare? Because I'm FED UP with being thirsty every time I'm at the airport and I'm also fed up with spending money on beverages in airport convenience stores when my money is meant only for the actual trip and NOTHING ELSE. Is a god darn liquid scanner being deployed into O'Hare security checkpoints too much to ask?
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 : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 4 5 2013 5:56:07 PM
Airport : Select One
Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
4/5/2013 8:05:29 PM
Comment : I asked if per-screened travelers still normally go through the high powered x-ray type machine. The answer I received earlier today while informative did not address my question at all? It just said you might not have to take off your belt shoes and jacket?

Please let me know if going through the machine I m asking about is still normally required for pre-screened travelers. I read how it may be a health risk and so want to know if there s a reasonable alternative?

Thanks for your help.
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 (b)(6)
Sent: Friday, April 05, 2013 10:44 PM
To: TSA.Ombudsman@dhs.gov
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: 4/5/2013 10:44:19 PM

4/6/2013 9:08:20 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inappropriate attitude of TSA agent at Sacramento Airport

Comments:

I was laughed at and made fun of by a TSA employee at Sacramento because I am afraid of the ait scanner and asked for a pat down inspection instead. I also was very afraid for my personal belongings which had already gone through Xray (without The caller stated that the airport could not help. He stated that his father in law is trying to get him to fly. He stated that he does not want them to go thorugh the AIT Back Scatter and he refuses to use the AIT without the privacy screening. He stated that he would be flying on American Airlines at DFW. He stated that he does not want his family groped either. He stated that he would hate to have to punch a TSA agent in the face over his family.

4/6/2013 3:39:04 PM

I advised the caller that the backsactter units which do not have the software upgrades, all images generated by imaging technology are viewed in a separate location and the officer assisting the passenger cannot view the image. TSA is currently removing all systems that are not equip with the ATR software. By June 1, 2013, travelers will only see the AIT machines that are equipped with ATR per a congressiional mandate on ATR compatibility.

I advised the caller that I do not have the information to provide regarding what machines are available at DFW. I explained that if he is not comfortable with the AIT he can opt out for a patdown, which he stated that he is not comfortable with either. All persons have to be screened or they are not allowed to fly.

Feedback Type : Civil Rights Liberties
Categories : Other (fill in box)
Current Date Time : 4 7 2013 9:19:00 AM
Airport : ISP - Long Island MacArthur
Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :

4/7/2013 9:36:44 AM

Comment : It is unacceptable to mandate travellers to screening in Nude Scan machines. Also, no nude imagery must be stored or transmitted, even if stick image is used for viewing. We have a right to travel and not at the condition of TSA. You are becoming unnecessarily intrusive, and encroaching on liberties. The greatest threat to Liberty comes from those who cry Security. The body scanner machines programme is not effective and subject to litigation. You have not undertaken any accurate cost benefit analysis for using these machines, including cost to non-travellers who use alternative transport. Wait, time cost. Cost of surveillance is prohibitive. This invasion of privacy must be reversed.
Would you like a response? : False
Passenger's Name : comment from potential passenger Phone Number :
Email :
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 : 4/7/2013 9:19:00 AM
Airport : ISP - Long Island MacArthur
Date/Time of Travel :
Airline & Flight Number :
4/7/2013 9:38:21 AM Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : It is unacceptable to mandate travellers to screening in Nude Scan machines. Also, no nude imagery must be stored or transmitted, even if stick image is used for viewing. We have a right to travel and not at the condition of TSA. You are becoming unnecessarily intrusive, and encroaching on liberties. The greatest threat to Liberty comes from those who cry Security. The body scanner machines programme is not effective and subject to litigation. You have not undertaken any accurate cost benefit analysis for using these machines, including cost to non-travellers who use alternative transport. Wait, time cost. Cost of surveillance is prohibitive. This invasion of privacy must be reversed.
Would you like a response? : False
Passenger's Name : comment from potential passenger Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from JFK and was sent through one of the scanners. The day she flew she was told that it did not have any x-ray but then she spoke with JetBlue and they told her that it does have x-ray. She is concerned because she is pregnant and wants to know if they are supposed to tell her that the machines have x-ray.

I told the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
4/7/2013 11:26:17 AM The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
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 told the caller that TSO s are not required to tell passengers this information but signs are posted telling passengers that the machines are optional.

I sent her an email.

Caller wants to file complaint against a TSA employee. She stated that at DFW terminal B-9 and checkpoint 9 that she was about to go through the AIT after a man came through before her. She stated that he was rather large and got the place where he stood in the AIT wet with sweat. She didn t know there were booties that she could put on so she kind of tip toed in trying not to get where he had been standing and then she tip toed out of the AIT. She stated that a TSA lady told her she didn t have to be walking like that and that they have booties for passengers and told her to come on out. She stated that the lady was very rude with her and she ask her name and the agent put her hand over her badge so she couldn t see her name and someone else told her it was (b)(6) or (b)(6) she thinks it was (b)(6) though.
She went to tell a manager about what had happened and the person that she spoke to told her to wait a minute. Then the same agent that she had the problem with came over there and laughed when she saw her. The agent got a card and threw it to her and told her to call the number on the card. Then she stated that the agent changed the story, and acted like she told her before that there were booties that she could put on. The agent told her that she didn t have a manager that she could talk to.

Advised Caller:
I did apologize to the caller about this happening to her.

4/7/2013 2:48:24 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.

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.

Date: 4 7 13
Time: 1:45 PM
Name: (b)(6)
Email: (b)(6)
Phone: (b)(6)
Airport: DFW
Airline: American Airlines
Terminal: B-9
Checkpoint: 9

4/7/2013 4:57:47 PM

Good afternoon. My name is (b)(6) and I am and have been a frequent airline traveler throughout the past 5 years, in most years flying over 100 flights domestically. I wanted to let you know that that every time I fly out of the Albany, NY (ALB) airport, the TSA screeners (mostly a woman with blond hair at the initial screening point) try to prevent me from exercising my right to, "opt-out" of the AIT machine technology. Due to the number of flights I am on, I would prefer the metal detector screen or the enhanced pat-down and therefore exercise my right to opt-out. However, every time I state this, the TSA screener makes statements like, "don't worry, you can go in the machine, they can't see under your clothes" or, "Oh great, it's ONE of these people...so, why do you not want to go through, do you just not understand what this is" and "It's not gonna harm you if you go through." I just do not understand why the TSA screeners don't listen to my simple request to opt-out and push me to get mad and answer their silly questions? This has also happened to my mother, where they try to either make her feel bad or pressure her to go through the AIT machine...which is non-sense. Anyhow, I wanted to express my frustration to see if you or someone there can assist for future flights.

Please let me know if you can just tell your TSA agents to listen to the passengers and not make snide comments or ask silly questions to the passengers who are simply exercising their right.

Thank you for listening.

(b)(6)
US Citizen and Frequent Flier

Feedback Type : Security Issue
Categories : Secure Flight; Advanced Imaging Technology Current Date/Time : 4/7/2013 9:36:30 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

4/8/2013 8:05:01 AM

Comment : As a frequent flier I try to avoid unnecessary radiation and sometimes request a pat-down instead of the backscatter imaging machines. When I do this, I am removed from the security line, through a gate, and to a separate area to be patted down. The substantial breach of security that results from this is the fact that I can go through security without once going through a metal detector or other screening device. This leaves the screening of my person solely in the competence of a single TSA officer. On multiple occasions I have noticed that the officer half-heatedly pats me down, almost entirely skipping over my groin and other "sensitive" areas. This leaves me to ponder the possibility that if one was trying to commit a crime and bring some form of contraband or weapon onto a flight, they need not do anything but tape it to the inside of their upper leg and refuse a scan. As a frequent traveler, this seemingly simple way of circumventing the security remains rather worrisome to me. In my opinion, those who wish to skip the scan should be required to go through the metal detector in addition to being subjected to a pat down. I hope this makes sense.
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

4/8/2013 12:12:08 PM

Caller said her boss is a member of Goes and he has not received the expedited screening the last 10 times, before it worked fine. Caller said her boss is 78 and he flies from LAX. Caller said he is an American Airlines Platinum member but he also flies on Delta. (b)(6) is what is on his passport and (b)(6) is what appears on his GOES account. Caller said he is a member of Sentri. Caller states they use a travel agent (b)(6) Caller asked if the (b) not being on the passport will affect him using Global Entry for returning to the US.

Name of passenger - (b)(6)
departing airport - LAX
Name of the airline - American
method of partiipation - Member of Sentri
Reservation confirmation number - (b)(6)
date of incident 04 08 2013

4/8/2013 3:10:54 PM

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 told the caller she can contact CBP to find out if the SR is on his passport and if it will affect his using Global Entry upon re-entering the US since the Global Entry has SR but it appears the passport does not have it. I told the caller that CBP cannot answer any questions about Precheck.
We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511

Caller flew on Saturday from TPA. She was patted down. Caller said she did not understand why a woman in her 80 s would need to be patted down.

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.

She asked what might cause an anomally. I told her that something in a person s pocket would show as an anomally. She said the patdown was only from the waist up, across her breasts and under her arms. She asked if a person had a mastectomy and had the patches in that area would that cause it. I said it could especially if she had not told the screener ahead of time.

Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

The caller traveled from OMA to LAX through DEN and was delayed at OMA because she has a pacemaker and says that the officers at the checkpoint argued with her for approx. 20 minutes that she can use AIT even though her doctor has told her not to go through it, before finally agreeing to give her a patdown. She then needed to wait for about 10 more minutes to get a female TSO to do the patdown.

4/8/2013 5:39:33 PM

I apologized for the experience and explained that:

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.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

The caller works with Southwest International Airport. His name is (b)(6) Has a customer on the line that has some questions.
He transferred the caller to me. The call was recorded. The caller s name is noted above.

The caller wants to speak to someone concerning the scanning machine. His wife went through RSW this morning, headed to ATL. She now has double vision. She left Ft Meyers airport on an 8:10 a.m. flight. He wants to find out what type of device and the energy level in that device because it has affected his wife s vision. She is headed to the optomologist to have her eyes checked, and his having to have her eyes checked. He is concerned about her having to drive.

Response:
AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing.

4/9/2013 8:15:10 AM

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude.

The caller wants to know what type of machine is at RSW as well as what the energy level is.
I directed the caller to contact the CSM to inquire about this:
Name (b)(6)
Phone (b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/9/2013 1:20:57 PM
Airport : SFO - San Francisco International Date/Time of Travel : 04/08/2013 6:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2 checkpoint F2 TSA Employee: (If Known) : CAS contract employee (b)(6) Comment : I was very dismayed to witness (b)(6) mistreat a foreign traveler at checkpoint F2. The traveler, of Asian descent, clearly spoke little to no English. He was in the queue to pass through the AIT screening device when (b)(6) wanted to pass through with a cart to carry bins for the X-ray machines. (b)(6) yelled at the back of the Asian travelers head. "MOVE PLEASE" followed by an escalating series of yelled commands, culminating in a very rude "HELLO!?!??!!". The Asian traveler stood compliantly outside the screening device awaiting instruction to enter. He clearly did not understand (b)(6) was speaking to him. (b)(6) then nudged the passenger with his bin cart. CAS's employeee ran a cart on purpose into a passenger to get him to move.

4/9/2013 2:05:49 PM

I find this disrespectful and completely unacceptable. (b)(6) or another CAS employee, could have spoken to the passengers face (not yelled at the back of his head) and used a less abrupt method to request the passenger reposition himself to allow the bin cart by.

(b)(6) treated that foreign visitor with no English skills like a farm animal. How unprofessional.

Please address the screeners conduct with CAS.
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 know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

I read to caller:

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. Transportation Security Officers use their discretion based on how old a child appears.

Caller also wants to know if his son will have to go the metal detector. Can he opt out?

He can opt out of the AIT, but not the WTMD. If a passenger opts out of the AIT, the alternative is a pat down.

4/9/2013 9:10:06 PM Caller is not enthusiastic about his son being patted down. He advised that he would contact his congressman about the issue.

I advised caller that, the easiest route is to go through the WTMD and AIT. If there are no alarms, then no further screening would be necessary.

Can they bring formula? Caller heard that the passenger may have to taste test the formula or breast milk.

I advised caller that this in not TSA policy.

Caller said that he found it on the TSA website.

I ran a quick search for the term _taste_ and found and confirmed to caller that the alleged screening procedure is NOT found on the website. The alleged procedure would be as offensive to TSA as it would be to a passenger and is not a part of the procedure.

I offered to send caller the relevant policies via e-mail and he provided his e-mail address for the purpose.

I entered complaint for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information.
Disability Description: (b)(6) has a pacemaker.

Response Details: Apologized to the caller for the inconvenience.

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 continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Incident Details: Caller flew on March 22, 2013 on United Airlines.
4/10/2013 3:05:09 PM (b)(6) has a pacemaker and requested a patdown. She felt the TSO did not want to do a patdown. The TSO kept insisting she go thru the AIT.
(b)(6) kept requesting a patdown 3 or 4 times.
She is also 75 and stated she didnt think she had to remove her shoes.
She did not feel discriminated against due to her disability nor that this was a failure to accomodate to her but more for poor customer service on part of the TSA agent.

Columbia, SC
United
Flight 5731
March 22, 2013 1:00pm approximately (2:27 pm)
She did not get the
Middle age, brown hair, white female.

Caller traveled from LAX to Dulles a couple of weeks ago.
She stated her bag was rather full.
She had a slip of paper inside that was a NOI and she wanted to know if it was from TSA.
She stated it did not have a date on it so she cannot say if it was on the way to Dulles or the way back.
She would have appreciated a date stamp to let her know.
She stated everything appeared to be alright inside.
She is unsure what drew their attention to her bag.

Told her the NOI is placed inside by TSA.
Sometimes there is not a date stamp but not always.
Normally it is placed on top of the Passengers belongings before closing the bag so it will be seen when opened.

She stated there are thousands of travelers about the AIT machine where you can see someones privates and body parts

4/11/2013 12:21:59 PM

She was patted down at LAX and again on the return trip at Dulles.

She asked me if there was ever a machine that showed her privates.
The lady Officer at the Airport said we cannot see your privates.

I explained that is correct. It is just a generic outline image.

She stated there was 2 machines at one time and now there is only one.
Her question is: When did we use the machines that showed your private parts or when did we stop using them.

Told her I will be happy to research that.
She stated to me that I did not seem to know what I was talking about because I should already know that.

Told her I will research that for her and if she is not satisfied I will be happy to get someone else to talk with her.

TSA worked with the U.S. Department of Homeland Security's (DHS) Science Technology Directorate (S T) and private industry to develop the new ATR software. In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports. In the coming months, TSA will install the software upgrade on all currently deployed millimeter wave imaging technology units at U.S. airports.
Caller is a Flight #121 Airline cockpit crewmember, in the past 2 weeks he has had an issue at DTW with a screener and supervisor not allowing him through security as a crewmember in uniform?
Flies with a Charter Airline which is mostly military flights.
What Manuel I am finding this information in and why doesn t he have access to it?

Response:
Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.
Acceptable IDs include:
• An Airline or Airport-issued ID (if issued under a TSA-approved security plan)

4/11/2013 6:56:53 PM

Information is listed on the TSA.GOV website for anyone to review.
Explained to caller how to contact the CSM at DTW.

Escalation Notes: (b)(6)

The caller wants the details for screening of flight crewmembers. He also asked for the CSM number.
I provided 734-942 (b)(

I told the calller...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.

The contact center will not be able to provide exact screening information. The caller stated he would seek that information some place else.

My son is a US Soldier. He flew out this past Sunday from DFW to St. Louis. He was home for bereavement leave from his AIT training. As we arrived to security he was in uniform and as he went through the detector it went off and the security guy yanked him by his arm. First there was no reason to do that, all he had to do was ask him to wait or please stop. That was very disrespectful considering my son will be shipping out to South Korea and not sure how things will end up over there. My other son who was behind him was very offended and upset. So when I found out I was very upset. That was the last time I was gonna see my son for at least a year and for someone to be that disrespectful to a soldier is uncalled for, I know you have procedures and you have to screen everyone. I understand him making my son take off his boots and all his pens and items in his pockets because the safety of others. But yanking him by his arm was not necessary.
This occurred Sunday April 7, 2013 around 9:15 or 9:30 am American Airlines flight 1616 near gate 21 security check in at DFW airport.

4/11/2013 8:01:12 PM

Thank you,
(b)(6)

HYPERLINK (b)(6)

Sent from (b)(6) Phone

-----Original Message-----
From: (b)(6)
Sent: Friday, April 12, 2013 8:31 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

4/12/2013 10:23:02 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?
Ronald Reagan Washington National Airport

4/12/2013 4:36:17 PM

Caller is flying out of Canada or in the United States, she does not want to go through the alt screening nor go through a patdown procedure, she wants to know if she can stip down. Told caller that she can request a private screening and have a companion with her, told caller that to be cleared she will have to undergo a modifed patdown procedure with no removal of clothing. Caller became upset and would not accept the information that was given to her. I ended the call. Caller would not provide information on her upcoming flight for me to send to a csm or odpo to assist her.

The caller flies from ACY, and wears a transparent paper flip-flop called airport booties. Each time he attempts to fly from the airport, the TSO indicates that they must be removed. However, he is able to wear the items at other airports. The booties were purchased from the following website: www.airportbooties.com, and, according to the website, are approved at security checkpoints. The caller was concerned about health issues.

Advised Caller:

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.

4/13/2013 8:55:42 AM

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.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Disability Description: The caller recently traveled. The caller s daughter has an insulin pump and he has a complaint regarding the information that is being supplied by the TSO at DCA and SFO.

Response Details: I apologized to the caller for his experience. I told the caller I would send his information to the CSM at SFO to make them aware of the incident.

Incident Details: The caller said he was told that generally the insulin pump will not be affected by the new screening devices. The caller said he needed to get clarification.
The caller said that at DCA the TSO told them the AIT machines would not damage the insulin pump. He said they told his family they could choose the AIT or the patdown, they had a choice. (b)(6) said that at SFO they were forced to go thru the AIT machine and told they did not have a choice.
He said at SFO TSO (b)(6) refused to listen to his spouse regarding the issue and concerns she had about the affect of the provision on the operation of the insulin pump after the AIT screening. The caller said it was very disturbing.
The caller said that the general concern is that at DCA and SFO both airports have employees that are insisting the screening is safe for the insulin pumps.
The caller said there is no documentation stating the facts of such tests being performed and documented. The caller stated that there is nothing published stating that results of any testing that has been performed by the ADA, or has anyone in Washington published anything to this effect.
The caller s main concern is that the TSO s are providing incorrect information that is related to many passengers health.

4/14/2013 3:50:55 PM

The caller said that his daughters insulin pump was $8000, and it is required that she have it to avoid the shots. The caller said that damage by the machines may void the warranty also. Caller did not want to file the complaint in writing and just wanted to make the officers aware so that other passengers insulin pumps do not get damaged.

Flight info:

Date: 4-14-2013
Airport: SFO
Screening Time: 12:30pst
Terminal: 3
Checkpoint: F-2

The caller wants to file a complaint regarding a patdown. He stated that he has a knee replacement. He stated that he was returning from Hawaii. He stated that he had a patdown that took over three minutes to complete. He stated that he went up and down in the front and back of his legs. He stated that he ran his fingers around the collars of his shirt and the sleeves.

He asked if there is anyway that he can avoid the pat downs in the future. He stated that he uses the AIT sometimes. He asked if there is anyway to document this complaint on this TSO. He stated that it was very excessive. He stated that it was very inconsistence with the patdowns he has had in the past.

I advised the caller that passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies and alarms.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

4/14/2013 4:34:18 PM I explained that all passengers have to be screened on every flight. I explained that this was standard procedure. He should never be asked to remove or lift any article of clothing to reveal a sensitive area of the body.

I explained that I can forward this information to the CSM at the location for review.

The callers flight details are as follow:

Departing Airport: HNL
Destination: SAN
Airline: Hawaii
Flight Number: 16
Gate: 26
Date and Time: April 11th, 2013 @12:00 pm

He stated that the officer was 5 6, and ethnic local (Hawaiian).

My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

4/15/2013 11:56:50 AM (b)(6)

This e-mail and any files sent with it contain confidential information and are intended only for the named recipient(s). If you [illegible] the named recipient(s) please telephone or e-mail the sender immediately. You should not disclose the content or take, retain or distribute any copies.

All the information that I am able to recover is that it was Delta Airlines, Flight DL1604, April 7/13, and it departed at 0726. We went through security at approximately 0530 at Detroit Metropolitan Wayne County Airport. I also may add that after they forced my husband through the AIT scanner, they swabbed his hands for bomb residue, in front of our two children. I was unable to find the gate information but hopefully this will be enough information for you.

From: (b)(6)
Sent: Monday, April 15, 2013 10:44 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: AIT screening

4/15/2013 2:07:41 PM

My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

(b)(6)

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4/15/2013 2:42:53 PM

She says that she has heard that procedures have changed at Denver and that body scanners are no longer used there. She wants to know if this is true. She wants to know if patdowns are still done. She says she is not going to fly until AIT and patdowns are no longer used.

Advised caller:
AIT is still used. The AIT used now does not have an image of her actual body. It just uses a generic outline of a body. Patdowns are still done as well.

4/15/2013 4:02:56 PM

Ladies and Gentlemen:

Yesterday afternoon, I opted out of the Advanced Imaging Technology screening at MCI Airport (Kansas City) and instead was screened with a pat-down. After patting down my mid-section, the female security guard conducting the pat-down said "Nice abs." I found this comment to be highly inappropriate and offensive in the context of a mandatory security screening.

Sincerely,
(b)(6)

Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and haveing him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told 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.

I could not tell him he could put on the cup while at the checkpoint.

4/16/2013 12:27:52 PM

For furture fights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issuse. TSA Cares is for passengers with a disibity or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is diffuclt for him.
Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his bussiness. I could not tell him if there were properties that may test positive in the products.

Disability Description: Caller has an anxiety disorder.

Information Request: Caller has an aversion to touch and wants to know if he is required to go through a secondary private patdown can he be allowed to place cup over his genitals before they perform the patdown.

Response Details: Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having he in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabbed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller:

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4/16/2013 1:02:08 PM

I could not tell him he could put on the cup while at the checkpoint.

For future fights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issues. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.
Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Caller was traveling from MDW on 4 15 13 and she had a skirt on and when she went through the AIT nothing went off and they told her that she still needed a patdown. She stated that she ask the agent why she had to be patdown because the AIT didn t set off a alarm and the agent told her that she could be hiding something underneath her skirt.
She feels she was discriminated because she had a skirt on and in another isle over from her another lady had a skirt on and they did the same thing to her as well.

4/18/2013 9:46:14 AM

Caller also stated that she ask a TSA supervisor why did they pick them out and she was told because they had skirts on and they told her thats policy and gave her our phone number.
She didn t want to provide her last name and information she just wants to make us aware that women shouldn t be patted down just because they have a dress on.

Advised Caller:
I told the caller that I could send this up to a CSM but I would have to have all of her information before I could send it up to CSM.
Disability Description: The caller stated that he has a bad knee and needed to use three 30 inch wooden paddles tied together as a cane.

Response Details: Advised Caller:

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger s belongings are returned in the same condition they were found.

Even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

Certain sporting and hobby equipment cannot be brought on-board an aircraft. For example, baseball bats, bows and arrows, cricket bats, golf clubs, hockey sticks, lacrosse sticks, pool cues, ski poles, hiking poles sticks, and spear guns are prohibited and not allowed as carry-on items.

4/18/2013 3:31:12 PM

My TSA
Close
Search Results For:

canoe paddle

Check Only
Sports equipment that can be used as a bludgeon (such as bats and clubs) is prohibited in the cabin of the plane and must be transported in your checked baggage.
http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsadotgov

My TSA
Close
Search Results For:

kayak paddle

Check Only
Callers daughter has traveled to Ft. Lauderdale from Long Island twice and she has been pulled aside both times. Caller states that her daughter has flown many other times and had no incidences. Caller indicates that on one of her flights, she was pulled aside and her fingerprints were taken. Caller wants to know why we are doing this to an American citizen.

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 pat down 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.

4/19/2013 1:12:37 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.

Name: (b)(6)
Phone:

Preston took over the call.

Caller is concerned because ever time her daughter flies out of FLL she is pulled aside for additional screening. Caller stated that her daughter was pulled aside and fingerprinted for a previous flight. Advised caller that TSA does not fingerprint passengers but her daughter could have been screened by ETD. Advised caller that during the ETD testing the officers would have ran a wand with paper attached to the end of it, and then tested the paper. Advised caller that this could be what her daughter confused as fingerprinting.

4/19/2013 5:39:38 PM	Caller: Caller is calling in behalf of his wife who finds the full body patdown really embarrasing and invasive. She has two knee replacements. She has received a patdown the last three times they have traveled. They travel on Alaska Airline. He wants to know if there is any document she can obtain to be exempt from receiving another patdown. Advised Caller: I told the caller there is no way that she can avoid a patdown by having paperwork saying she has two knee replacements. If she is not cleared by the WTMD and AIT then she will have to go through a patdown. 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. • A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
4/20/2013 10:45:08 AM	Caller is wanting information on how she can vote for the AIT vs the pat down. She read in the washington post that she can vote at the federal register website but can not find the voting section on that page. She does not like the screening procedures that are set in place and has avoided flying becuase of this. She thinks that the WTMD and the dogs at the airport are the only way that should be screened at the airports. She feels that the screening procedurs are a violation to her constitutional rights. CCR informed her that we have no information on this and since it was created by the Federal Register she can go through them directly. 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. She can voice her opinion by writing to TSA HQ, but caller stated that she isnt good at writing. Caller stated that she didn t want the AIT or walk through metal detector in fear that she ll get radiation poisoning. Wanted to request a patdown and wanted to know what the process would be for a patdown.
4/21/2013 1:34:06 PM	Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers Disability Description: The caller has liquid medication. She is calling because she wants to get expidited screening. The caller states that she has to undergo additional screening each time that she flies. Information Request: The caller wants to know if she can get expedited screening and she wants to know why she cannot get a background check and then forgo getting additional screening due to the fact that she has medical issues? Response Details: The caller did not phone in on the ODPO line. The caller phoned in and was very unhappy whenever I explained to her that TSA was not expanding expedited screening to cover people with disabilities. The caller believes that she and other persons with disabilities are getting an unfair amount of screening due to the fact that they have disabilities. She basically said that she did not feel like she was being a good citizen because she had to undergo the additional screening. She stated that she did not necessarily set off the metal detector but she hand to undergo a patdown especially at smaller airports due to the fact that she had a medical liquid, Glucerna, She stated that at smaller airports she had to undergo a patdown because additional testing could not be performed.
4/22/2013 3:38:22 PM	The caller also stated that she has underwent multiple xray tests in the past and will not undergo AIT. She stated that each time she opts out of AIT she must undergo a patdown. She stated that she felt that the additional screening was a violation of the American with Disabilities Act. I advised the caller TSA policies were not put in place to make people uncomfortable. I advised her that the policies were in place to ensure the safety of the public as well as the aircraft. I advised her that whenever people needed to take additional liquids on the plane or if they caused an alarm then they would have to undergo some additional screening. I advised the caller that she could apply for a program such as global entry but that her medical items would still have to undergo some additional screening. The caller feels that there should be some way to prescreen persons with disabilities so that would not have to undergo the additional screening. Since the caller is complaining about policy issues, I advised her that I would send her information to a disability specialist. I advised the caller that I could not promise that someone would call her but I advised her that I would send her information for review.

Caller is in a scooter and is not able to go through the AIT screening.

I advised him that I am forwarding his information to the CSM at these two airports so they will be aware of the issue he is experiencing when he goes through the checkpoint.

4/23/2013 12:23:35 PM

Incident Details: He is upset because the TSOs at the airports want him to sit beside the baggage xray screener waiting for his patdown screening. He currently has skin cancer and does not want any exposure to radiation. He recently flew out of Dallas Love Field on April 7th before 10:00am and also on April 15. He stated that the TSOs got upset and yelled at him when he moved over a few feet from the xray machine and threated to call the police on him. He also had the same issue occur again on April 11th when he flew out of DEN.

The caller wants to know if the the TSOs do not have to provide their names when asked. He also wants to know if it is policy for TSA to detain passengers when they state they want to file a complaint and need the TSO name.

Advised Caller:

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.

Situation That Occured:
The caller stated that on April 11th around 7:30-7:45am he went through a checkpoint a DTW. The caller stated that he requested a patdown in lieu of the AIT as he always does because of his concern of exposure to x-ray. The TSO that came to conduct the screening was rude from the beginning of the process. The caller stated that he had some items in his pockets and told the officer they were there because he did not want to put them in a bin until he got back to the belt. The TSO said to him in a unprofessional manner that he should just hold the items in his hand then. After the patdown was conducted the caller went back to get his baggage from the conveyer and the TSO actually put his hand on his back and pushed him. The caller stated he asked the TSO not to push him and the TSO made the following statement: I will push or touch you where ever I want, and when I want.

4/23/2013 4:42:18 PM

At this point the caller asked the TSO for his name because he was going to file a complaint on him. He stated that the TSO would not give it to him and actually hid his badge from sight. The caller stated that he then asked for the STSO available and this person detained him over requesting this information. The caller stated that the STSO said he will not give this information until he has the caller s information first. He took his license and called the airport police as well. The caller feels that the STSO made him go through all this to intimidate and harass him. The STSO did finally give the caller the TSO s name, which was Officer (b)(6) The STSO would not give his name or any other information. This all took about 20 muinutes or longer and the caller stated that he was really early or he amy have missed his flight. The caller wants to know where and how to file a complaint.

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 will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

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

Please be advised that a passenger can always request to speak with the Supervisory 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.

Airport: DTW
Departure Time: 8:40am

4/25/2013 3:11:42 PM

Caller had a bag of jewelry lost. Caller had 2 Ziploc bags and she is pretty sure they were in her black shoulder bag that she carried on. Caller said she asked her husband if he could have placed it in her red checked bag, but he said no. Caller said she is not sure if he would remember. Caller said she found a NOI in her bag and her checked bag had a band around the bag that she did not put on it. Caller said she has been married for 35 years and all the jewelry her husband has bought for her over all their years of marriage was in those bags and a lot of the jewelry was very expensive. Caller said there was a wide band gold watch and a tiny jade bead necklace with filigree and a silver cross on it. There was also 2 big hearts one on top of the other, one gold heart and one was silver, it hung on a triple strand chain. Caller said there were a lot of earrings. Caller said they flew from Mesa to Grand Rapids on April 9 and they went through security around noon. Caller was in a wheelchair and she got out of the wheelchair and walked through the AIT and then she had to have a patdown. Caller said she is in her 70s. Caller's daughter, (b)(6) called in about the missing jewelry and they called lost and found at Mesa. Caller flew on Allegiant Air, caller does not know the flight number. Caller would like to know if someone can check the video to see if the jewelry fell out.

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. 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 called in regards to several previous complaints that he has submitted via e-mail and live agent caller stated that he has not been called by the CSM at MCO and wants some type of action taken Caller was really out of sorts and confrontational with me tried to reassure the caller that I would FWD to CSM at MCO for further assistance and some type of remedy for his complaint. Caller stated that he would like to speak to a supervisor.

4/25/2013 4:21:46 PM

Escalation Notes: (b)(6)

This caller says that he has called in several times about his issue that happened at MCO on 2 21 2013. The caller was confrontational right from the start and says that he has recorded all the calls that he has done today. The caller appeared to be taking notes on who he has talked to. His main issue is that he was made to go through the AIT machine and get a patdown at MCO and the airport hasn t gotten back to him. I eventually ended the call with him but I am reforwarding the callers complaint to MCO.

The caller flew from BOS on April 8th to Germeny and wants to file a complaint on several officers at BOS. There was a male TSO about 5'9 with curly hair and possibly spanish that yelled at her little girl who is 11. The caller stated that she told another women that is black and probably 5'6 or less that she had metal in in her body and the lady told her she would still have to go through the AIT and left her arm above her head. The caller stated that because of the metal she can not do this. The TSO then used a wand to screen her after she seen she could not to the AIT physically. There was another male TSO with blonde hair, glasses, and heavier that seen the husband of the caller had a military coat and bag and made him go through the AIT twice and screened his baggage twice as well. She could not believe the experience they had. She stated that her husband was in the military for 23 years and is handicap. But of all the problems the three TSOs cause them she was the most upset with the manner in which their daughter was treated. The caller stated if we were to view video you can tell her husband because he was the only one using a walking staff.

Advised Caller:

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.

4/26/2013 1:49:11 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:

Date: 4-8-2013
Airport: BOS
Airline: International airline
Departure Time: 9:30pm
Arrival time: 7:30-8:30pm
Gate: B15

The callers daughter flew from DEN with Frontier, and had requested a patdown, as she did not want to undergo screening with AIT. The TSO refused her request, and forced her to undergo AIT screening. He wanted to know why this happened, and wanted to file a complaint as well.

Advised Caller:

4/26/2013 6:45:02 PM

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

I gave the caller the contact information for the CSM at DEN, as he did not have any information regarding the flight.

Name (b)(6)
Phone

From (b)(6)
Sent: Saturday, April 27, 2013 2:56 AM
To: tsaexternalcompliance@dhs.gov
Subject: Issue at Reno airport on 2/25/2013

4/27/2013 10:58:38 AM

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

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

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

We also encourage you to check the latest information at HYPERLINK "http://www.tsa.gov"www.tsa.gov.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

4/28/2013 5:56:30 PM

Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.

Advised caller:
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Disability Description: The caller asked who she will need to speak to regarding her sons experience at the airport today. She stated that he called her and was upset. He travels for his job.

Response Details: 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.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. 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.

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 patdown 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.

4/29/2013 12:35:08 PM

I explained that I can forward her concern to the appropriate office for review. I explained that I can email the information to her regarding the written complaint.

I apologized to the caller for the situation.

Email sent.

NOTE:
I tried to call back for futher details regarding the EWR incidents, however the number was busy. Sending to ODPO and CSMs for review anyway.

Incident Details: She stated that he has a ostomy and he has a pouch. She stated that today, at SDF, he had to empty his baggage completely. She stated that his hands did not pass the search, so he was taken to a private area and basically strip searched. She stated that they took a granola bar from him. She stated that he has to have certain foods for his condition, in the event he is not able to relieve himself on the flight. She stated that they would not give their last names and badge numbers to him at the checkpoint. She stated that his ostomy is a private part of his life, and he does not want everyone knowing about it. She stated that he used the blue card to let them know of his ostomy. She stated that he was treated as a terriost.

She stated that this happens at EWR all the time, however not usually to this extent. She stated that in the past at EWR he was required to expose his ostomy bag by lifting his shirt. No specific details were provided regarding the incidents at EWR.

She stated that she does feel that this is disability discrimination because, if he did not have the ostomy this would not have happened. She stated her son does intend on submitting a complaint in writing.

The caller and his family were flying out of Orlando yesterday and he requested that he and his family to opt out of the AIT. His flight was at 2:30, flight number 389. He stated that a supervisor told him that he is not required to opt out because he is traveling with his family. He knows that no matter what, he can opt out. He ignored his ignorance and introduced his family to him. He said that if it is recorded, we can view this. He took the younger children and the 12 year old was left with the grandmother. His wife was there to help with the younger kids. He stated that the female TSO told his 12 year old to go through the scanner. He stated that the 12 year old told the lady no. He stated that he himself then screamed NO! and advised the TSO that this is his daughter, and she will not be scanned. He was accused by STSO that he abandoned his child. He stated that they pressured him and asked why they would not go through the scanner by convincing him that it is no different that a cell phone. He told them that he had done his research. He stated that this other TSO was in his face, and he feels that this is assault. He believes that this employee was a supervisor. He stated that as soon as he yelled NO! This is my daughter! the STSO was in his face. He stated that the entire staff at MCO is mistrained. He stated that most other airports are the same way, trying to make he and his family go through the scanner. He stated that this is what the Nazi s use to do. He stated that he is recording me currently. He wants to know what will happen because of this incident. He stated that this has happened two times. He stated that he told the TSO that he will no longer be compliant now that his family has been affected. He did not get any names of the TSO s that he encountered. He stated that he wanted to choke this TSO. It took everything not to grab him.

4/30/2013 10:50:07 AM

Response:
I noted the following details from the incident:
Flight Details:
Date: 04 29 13
Time: 12:00-12:30 p.m.
Airport: MCO
Airline: TransAir
Flight Number: 389 to Milwaukee

I apologized to the caller for his experience, and informed him that I will be forwarding this information to the CSM at MCO for review.

From: (b)(6)
Sent: Tuesday, April 30, 2013 1:39 PM
To: TSA.Ombudsman@dhs.gov
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: 4 30 2013 1:39:12 PM

4/30/2013 4:35:00 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

AIT vs TSA PreCheck?

Comments:

I m approved as part of the TSA PreCheck and enjoy the convenience. However, my metal implant always makes me go off if the lane doesn t have an AIT. This confuses 99% of your workforce, and I m then told I should have gone through the

The caller registered for a trusted traveler program to gain access to the TSA precheck line because he has metal implants. He was not allowed to go through the TSA precheck line and wants to know why.

I told him that the TSA precheck program is an expedited screening program that allows passengers to keep their shoes on, belts on, light outer wear like jackets on and other things to make screening faster. Passengers must still be screened regularly by the AIT or a patdown procedure. To be considered eligible for TSA precheck after registering with the trusted traveler program, at the time of reservation making the passenger must enter the pass ID into the known traveler ID field. They must also make sure the name and date of birth on their reservation matches their trusted traveler membership card. This still does not guarantee the passenger to get selected for TSA precheck because the information is submitted to the secure flight program by the airline. The secure flight program either selects the passenger or does not. The TSOs at the checkpoint scan the boarding pass and direct passengers which line to go to. They do not make the decision themselves.

4/30/2013 8:49:43 PM

He asked if there is a list of participating airlines and airports online.

I explained to him how to find the list of participating airlines and airports on www.tsa.gov under the FAQs on the TSA precheck section.

He went to the list and said that American does participate at JFK and LAX.

Disability Description: Caller has a prosthetic arm and the caller said he feels like he is treated like a criminal because of his disability. Caller said that he cannot remember the last time he flew.

Information Request: Caller said he needs to get through TSA without the usual struggle. Caller said his prosthetic arm is incapable of carrying anything, so he gets treated like a criminal. Caller said he gets rude, embarrassing, up against the wall, idiotic kind of treatment. Caller said they are supposed to do things in a dignified manner. Caller said he always opts out of the screening technology at the screening areas.

Caller stated he has a trusted traveler card and he stated that he cannot be asked to remove his jacket, belt, his laptop or shoes. Caller became confrontational when I told him he can only get the expedited screening when selected. Caller said he has a problem with people who do not know what the system is.

Response Details: I told the caller I will refer this to a disability specialist. I told him I cannot give him the name of the specialist that will help him.

If a passenger uses a prosthesis, he or she is not required to remove the prosthesis, and Transportation Security Officers (TSOs) cannot accept a passenger s offer to remove the prosthesis. The way screening will be conducted depends on the passenger s level of ability. 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.

5/2/2013 5:55:40 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 patdown 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.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I was going to explain to the caller that he could be asked to remove his shoes and other items, but I stopped when he became confrontational.

I emailed this information to the caller.

5/3/2013 12:03:29 PM

Caller stated she just wanted to complain, she flew fri, and the agent that screened her was rude to her, because she didn t want to go through the AIT machine, she stated she preferred to have a Patdown, and she stated he ask her questions as if she had something to hide. She stated she went through the AIT machine because he embarrassed her so bad, but she just wanted to know she had the right to opt out of it and request a patdown.

Advised: I apologized and advised her Yes, she has the right to opt out of it and request a patdown.

Caller states they called 3 weeks ago to file a report against 3 TSA agents at BOS and she called the main number to file a complaint. Callers wife (b)(6) took over the call at this point and provided following information:

Caller informed the TSO that she couldn t go through the AIT because of a shoulder replacement, husband couldn t stand straight because of his back. When the TSO was told her husband was former military the attitude of the TSO changed and because he couldn t stand straight he had to have a patdown and the TSO grabbed him and squeezed his testicles. One of the TSO agents yelled at their 11 year old daughter because she had a small amount of water which they didn t even realize she had.

Caller said the supervisor was standing there and made him remove his belt which was nylon.
Caller was told to stand up straight and he informed the TSO he needed his walking stick and it wasn t given to him and it was x-rayed 3 times before it was given back and the daughters carryon bag was hand searched and tore all apart.

Caller stated he was in the military and had to have searches and never had anything as invasive. They were flying via Icelandic Airways from BOS to Germany They asked when they would hear something concerning their complaint? They didn t get the name or Badge # of the TSOs.

Response:

5/3/2013 1:29:20 PM

Apologized to caller for the screening experience and assured the information would be provided to the CSM at BOS for their review.
Informed caller of the previous record and information from both of the calls would be provided to the CSM. Explained the CSM may be able to review the video of the screening and if additional information is required they generally prefer to communicate via email.

Informed caller removal of his belt is standard screening procedures.

Explained to caller they always have the option of speaking with a supervisor while at the checkpoint and there should be signs posted by the AIT advising them of the option to opt-out of the AIT screening , but, would be required to have a patdown to complete the screening process.

Returned call at approx. 2:57 PM to clarify the issue, caller states their complaint is because of failure to accomodate for her husbands disability and the rudeness of the screeners and also they didn t like the TSO yelling at their 11 year old daughter. Provided following information via phone and via email.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (
• 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

Ladies and Gentlemen:

In 1998 I had a total hip replacement (all metal).

I am very sorry to hear that the TSA will soon discontinue use of Advanced Imaging Technology (backscatter and/or millimeter wave), which was very convenient for people like me. I travel fairly frequently, and am wondering if there is anything I can do (pre-screening, etc.) to avoid a full pat-down every time I pass through security, because I know my hip will set off the metal detector.

Respectfully,

5/3/2013
2:20:28
PM

(b)(6)

(b)(6)

April 27, 2013

Dear TSA:

On 23 Apr 2013, I was traveling through the San Jose Airport with my 89-year old father (who has dementia) to visit his grandson's Marine Corps graduation. He is able to walk, and can function at a reasonable level, but understandably struggles when going though a UNreasonable search.

While going through the TSA screening process, I was shocked to see he was sent to a "secondary inspection" area to undergo additional screening. He was asked to remove his belt and place his hands over this head, while the screening device scanned him several times. He struggles with balance issues, so this was not an easy maneuver for him to accomplish, especially while trying to keep is pants from falling down. The pat down, removing his belt and the use of the scanning device he was forced to undergo seemed not only excessive, but contrary to your policy as stated in your web site below dealing with those 75 yeas old and over are, according to your policy, given some leeway in the screening process.

5/6/2013 8:21:32 AM

It was shocking and embarrassing for both my father, onlookers and the TSA screeners to force an 89-year old man through a series of gyrations that only seemed to slow everyone down, but did little to enhance security. I have a difficult time seeing that security is really enhanced through such a process.

Perhaps equally important, is the seemingly ridiculous position your policies place TSA workers in who must carry out mindless tasks void of common sense. When concern was expressed to the supervisor, he was understanding and encouraged me to contact the TSA or my elected representative, which I'm doing.

Without compromising security, would it not be possible to place one person, who would have the ability to exercise independent judgment and assess that an 89-old World War 2 veteran with dementia is NOT a security threat. Or perhaps more simply, the TSA could follow their own policy stated on their web site,
"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."
Does "an additional pass" mean they do not go through the AIT imaging devices or must pass through the devices? Apparently, as practiced in San Jose, it means 89 yr olds must pass through the devices.

This letter is not intended to scold and lecture, but a simple request to consider RE-examining your policies as it relates to seniors. I understand safety is your primary concern and appreciate your efforts to accomplish that objective.

Thank you

Sincerely,

5/6/2013 8:33:00 AM

Caller is an American Airlines pilot. Caller asked about the off duty pilot screening procedures at Las Vegas McCarran Airport. Caller was out of uniform and was told he had to use the back scatter. Caller asked if this is correct. Caller complained because he said the TSO would not discuss this with him.

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.
I told the caller that the way I understand this is that if a person is on duty they do not have to use the AIT. I advised the caller to contact the CSM for clarification.

5/6/2013 2:11:17 PM

The caller has two knee replacements. The caller said everytime she travels she has to go through the metal detector and she has to receive a pat-down. The caller said she always has to go to a private room and have a pat-down performed again. The caller said she is a 78 year old woman and she is not a threat. The caller said she will be traveling again and she wanted to know what she needs to do to avoid this happening.

I told the caller if she goes through the metal detector or the AIT and alarm sounds or an anomoly appears she would have to under-go a pat-down. I told the caller she would have to under-go a pat-down even if she tells the officer she has the metal implants. I told the caller she can request to speak with a supervisor.

5/6/2013 2:39:01 PM

The caller wanted to know why the airport at Dallas Love Field has the Advanced Imaging Technology and the airport at LaGuardia does not. He stated that it did not make sense that a smaller airport would have the technology, but the larger one in LaGuardia did not. He insisted on getting an answer and refused to contact anyone else, such as the CSM.

Advised caller:
Not all airports have the AIT, but we do not have the information on why certain ones do and others dont.

5/6/2013 4:50:58 PM

She stated that they were coming through PHX to BUR today, and went through security around 7:25-7:30 a.m. Her husband has 2 knee replacements, and generally he goes through the AIT, but there was only one of those available, and it was at the other end. She thinks that there should be a sign saying that any passenger with metal implants would need to go to the specific line that has the AIT. The lines weren t long at all, and they got to walk up and go right through, but because there was no sign there saying that he should go through the AIT because of the metal implants, he got a patdown because he set off the WTMD. She thinks that the patdown was too much for an 88 year old. She doesn t understand why they didn t have them all open. Once he went through, and was patted down, they sent him back through.

Flight details below:
Airport: PHX
Airline: Southwest
Flight #: 3384
Went through security: 7:25-7:30 a.m.
Departure Time: 9:25 a.m.
Departure Date: 5-6-13
Terminal Gate: 4 C6

Advised Caller:
I told the caller that I would send her information up to the CSM at that airport so that they would know that she was upset about the fact that there was no sign, and that she thinks there should be a sign set up so that passengers can know if they have metal implants then they should go through the line for the AIT.

5/6/2013 6:25:40 PM

I am a member of TSA Pre check via Global Entry, ID #(b)(6) I use the pre check lane at DCA and IAD whenever possible and appreciate the shorter line for security. However, I have a metal hip replacement that requires me to still complete the full screening process, including removing shoes, empty pockets, etc. Plus, if the pre check lane does not have an AIT machine in use, I must endure the full pat-down procedure.

Do you have, or are you planning to have something that can be noted in my profile identifying the hip replacement and avoid the extra steps? As of now the only benefit to me is a typically shorter line, but if I am traveling with my wife, she is still stuck in the normal routine.

Thanks for whatever information you can provide. I spoke to one of the pre check headquarters staff at an AAAE conference and they promised answers, but no one responded.

(b)(6)

TSA Chief Security Officer, Retired.

(b)(6)

5/7/2013 3:40:28 PM

The caller flew from JAX on 5 6 2013 on American Airlines flight#1614 at 6:35pm. The caller said she went through the checkpoint. The caller said she went through the AIT and she could not see her personal items in the bin. The caller said she had a key clip on her purse with a small 6 inch bag attached to it. The caller said when she got on the plane she noticed the bag was missing.

I sent the caller a claim form via e-mail. I gave the caller the phone number for the lost and found for Jacksonville International Airport 904-380-4069.

Caller: Arrived from Argentina. During the screening at the checkpoint before going to Miami customer was stopped for additional screening.
Stated that a female officer asked her to many questions.

Location: Miami International.
Gate: Not provided
Airline: American Airline
Flight #:490

5/7/2013 9:06:44 PM

Advised: 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.Tried to get more info but she said to forget the complaint after advised is a random screening.

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.

5/9/2013 10:18:37 AM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 5/9/2013 9:27:36 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 05/07/2013 5:30 AM Airline & Flight Number : AA 623 Checkpoint/Area of Airport : TSA Checkpoint TSA Employee: (If Known) : Uniformed Screeners and Duty Security Manager Comment : My wife, who wears bi-lateral external prosthesis (breast cancer survivor), alerted the AIT. A male uniformed screener swiped my wife's hands with a cloth pad and something tested positive for further screening. Then a female uniformed screener (later ID'ed as a supervisor) approached and assisted. The male screener, without explanation as to what he was looking for, rummaged through my wife's bags and swiped contents. My wife explained she was a breast cancer survivor and had handled her prosthesis earlier that morning. My wife told both TSA screeners she was a U. S. Navy Captain who just returned from a year deployment to Kabul, Afghanistan. The TSA screeners continued searching my wife's bags and said a body pat down was required. Her bags were again machine screened. Then my wife was escorted to a private screening room. She was subjected to a full body pat down. While out of my sight, I spoke with a non-uniformed security manager (name escapes me but he is a retired USMC gunnery sergeant). Agitated, I identified myself by name and as a retired Marine (he did likewise) and asked that he help me understand why my wife, a cancer survivor and active duty senior officer just back from a year deployment, was being put through such screening. To his credit he was polite and professional explaining protocols etc. and later provided me TSA/DHS contact info for future use. Questions: 1) Why did screeners go through my wife's bags without explanation as to why and what was the purpose of swiping contents?; 2) Why was my wife subjected to full body (vice target area) pat down when the AIT alerted only the breast area?; 3) What alerted and why was there reason to swipe my wife's hands?; 4) Why do military personnel - active, reserve, retired - and whether in uniform or not (all have ID cards) have to go through the same degree of screening as the general populace? Thank you.
(b)(6) USMC(Retired)

PS Again, though annoyed by our experience, we appreciate the courteous manner in which the TSA non-uniformed duty security carried out his duties.
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

5/10/2013 2:07:16 PM

Caller traveled in February from Atlanta via Southwest. He was going to go through the AIT with his watch and belt on but it was closed down so he went through the metal detector. He took off the belt and the watch. (b)(and (b)(from TSA signed a paper and said that they saw him put his things in the bin. Now his watch his missing. It is a 1000 dollar watch. The TSA supervisor (b)(6) tried to help him. They reviewed the tapes but the tape for that lane was not working that day. There was a police filed as well. He is trying to fax his claim in to 571-227-1904 but it keeps going to a sex line.

I told the caller that TSA monitors these complaints but we do not process claims here. He would need to contact the Claims Management Branch at 571-227-1300 for assistance.

Disability Description: Caller said she called to get assistance and no one has called her back. Caller is flying from MCO tomorrow. This is her return flight. Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

El(b)(6)
Disability Description: Caller s son is autistic and cannot stand still for the AIT screening. If a patdown is required, he may need assistance.

Information Request: Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

936229 526 Return 5 15 2013 2:17:00 PM JetBlue MCO Upcoming

Caller is concerned that they may need assistance if he is required to have a patdown.

Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.

5/10/2013 2:19:07 PM

Name: (b)(6)
Phone:

4:30pm
I called (b)(6) back because I realized there was an incorrect date on the return flight. It was listed at 05 17 2011, but should be 5 11 2013. Caller said she spoke to the CSM and was able to make arrangements for tomorrow.

Informed caller that I would forward the information to ODPO and emailed the information on autism screening Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.
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. 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.
Caller is concerned that her son will not be able to perform the standing still part for the AIT and that he would not react well to the patdown procedures.

5/10/2013 5:38:09 PM

Caller:
Caller works for JFK as a member of a cleaning crew. He wants to know if pilots have to do the same screening as normal passengers. Why does he have to do the same screening as the passengers everyday that he comes to work? He is not happy that he has to come in an hour early before work to get there on time. He wants to know why the policy is that way. It does not make sense to him.

Advised Caller:
TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines.

I told the caller that it is policy that everyone and everything that wants to enter the sterile area must be screened. His co-workers do the same as him everyday that they go to work. I cannot speak on why the policy is that way but that is the policy. Pilots have a different level of clearance then he does. They are completely different jobs with different requirements.

From (b)(6)
Sent: Monday, May 13, 2013 1:11 AM
To: tsa.ombudsman
Subject: Security checkpoint complaint

First let me say that I would like a clear, personal response to this complaint. I don't want some canned reply. I am an educated taxpayer.

5/13/2013 8:34:04 AM

On Sunday, May 5th in San Diego, we went through the security checkpoint after checking in for our flight on Frontier Airlines at about 5pm. I am a regular business traveler, and I'm quite familiar with the procedures. They were not using the metal detector for regular passengers, but I did observe a crew member (flight attendant) in uniform going through it. I went through the backscatter advanced imaging technology. I was not given a choice, even when I asked for one. Your own video (b)(6)

I was wearing shorts with a cloth belt that came with the shorts. When I went through security in Denver, I was wearing a leather belt and asked the TSA agent there if I had to take it off. He said no, and I was NOT checked in my belt area. I also asked the supervisor in Denver TODAY if I had to remove my belt and I did not.

In SAN, the agent said I had to remove the cloth belt. It is made of the same material as the shorts and has 2 rings for a buckle, about 2" in diameter 1/16" thick. There is no way the rings could conceal anything, and the cloth belt itself is invisible to the scanner technology. I said to the agent he was free to search me and he ordered me to remove the belt. I said I would be happy to go through the metal detector and he and a supervisor standing near said it was inoperative. Interesting since I had just seen someone screened with it.

Caller stated she wears an insulin pump. Caller stated she isn't allowed to go through the AIT machine and every time she travels the screener tells her she could go through the AIT. She feels like the screeners don t want travelers to get a pat down. Caller stated the screeners need to be polite to travelers who want to opt out of the AIT and the screeners are rude to the travelers at the checkpoint. She called the manufacturer and was told she could not go through the AIT. Caller feels like she is being punished for requesting a pat down. She flew Pittsburg to Chicago, stated she doesn't have the name of the screener.

5/13/2013 9:46:02 AM

Caller stated the screening happens at both Pittsburg and Chicago airport. Every time she travels she gets an attitude from the screener when she requests a pat down. Caller thinks the TSO should stop questioning what travelers say and they don t need to convince the travelers to go through the AIT.

Advised caller I would send the information to the CSM at the airport but the caller stated she doesn't remember which airport she was flying from. Caller stated she will call back in with the other airport.
Caller states last week 5 8 2013 she flew from San juan to Newark, was pulled aside ask to go through the AIT machine, she states while she was doing that her carry on bag was out of site for like 3 minutes, and when it finally came through she noticed jewelry was missing. Miscellaneous items and for sure was 2 gold chains. She stated they gave her a claim number and it was (866-289-9673). I told her that it was not a claim number but rather the number to the TSACC.

She stated when she ask where her jewelry was, TSA told her not worry they had camera s and she was told later the camera was not working by another TSO.

5/14/2013 1:09:54 PM

Advised: If she would give me her information I will send it to CSM at the airport for review. Advised she can check her claim status or file a claim on our website tsa.gov. she stated she would get her claim forms on the tsa website.

Airport: San Juan Luis Munoz Marin Airport
Airline: Jet Blue
Date: May 8, 2013
Time: 3:50 pm
Flight#: 214

The caller has a complaint. She flew to LAX on Wednesday May 8th. She stated that she has a complaint. She stated that she requested a pat down rather than using the AIT at El Paso. She stated that she was told that she could not do that. She stated that she was not sure of the TSOs name, however she did speak with a manager at the checkpoint. She stated that they made her go through the x-ray machine despite her request not to.

I advised the caller caller that screening by the AIT is voluntary. Passengers can opt out and receive a patdown or alternative screening rather than using the technology. The passengers right of this is posted at each AIT location.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

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.

5/14/2013 5:22:10 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.

The callers flight details are as follow:

Departing Airport: ELP
Destination: LAX
Airline: Southwest
Flight Number: 3588 @ 10:25am
Terminal: B
Gate: B6
Date and Time: May 8th, 2013 @ 8:30 am

She stated that the employee was a male officer. She stated that he was mexican, and tall in height. She stated that she told the supervisor and they told her to call the TCC. She stated that there was also a female TSO standing with him that told her the same thing.

5/15/2013 8:08:31 AM

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/15/2013 7:32:15 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/13/2013 9:15 PM Airline & Flight Number : (b)(6) Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :
Comment : As a very frequent Caucasian traveler the behavior of a TSA employee was quite disappointing. Passengers were all being screened using the AIT machines. As many of the passengers were of Asian descent, this Caucasian employee at the exit of the AIT was showing no sensitivity to language barriers and raising his voice and physically grabbing men's pockets to 'remind' them that they were to be emptied upon entry into the AIT. We were quite shocked and should have made note to the supervisor on duty. Only after we returned home that it was realized that after traveling through many airports (including TLV) that this was way over the top. I travel through this checkpoint a few times a month and the attitude and demeanor of TSA employees can be a little disconcerting. Some are actually very professional. CX has at least 4 flights a day, mostly Chinese speakers. Perhaps a sign or a Chinese speaking officer may avoid having these types of incidents happen in the future.
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

5/15/2013 11:24:54 AM

Caller flew from ATL on May 5th to Asheville, NC and returned Wed May 8th. At the checkpoint in ATL she went right through. Coming back through Asheville she beeped twice even though she was wearing the same thing she did in ATL. She was told that she had to take her liquids out of her suitcase in Asheville. She has never had to do so in ATL in all the times she has flown from there. Caller said the screeners in Asheville were incredibly rude. She said she has never seen a more rude group of screeners at any airport. The TSOs in ATL were incredibly friendly and went out of their way to help her because she lost her driver s license at the checkpoint. They actually found it for her. She said she did not want a return call, but she wanted someone to know about the rude screeners and she was curious about why she had to remove her jewelry and her 311 bag in Asheville, but not ATL.

Airport: Asheville
Airline: Delta
Flight Number: She does not remember
Date and Time: Wednesday, May 8th. She went through screening at 11:45am or so. The flight left at 1:05pm
Location: There is only one there

I told the caller that the reason she had to remove her jewelry in Asheville is because it caused the WTMD to alarm. Since she went through the AIT in ATL, she may not have caused an alarm there. It is procedure to remove the 311 bags prior to screening so they can be screened separately. I told her she should do so on every flight. She said she would from now on. I apologized that she experienced rude screeners at Asheville and told her that I would send this to the CSM so they would be aware of her experience.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/15/2013 2:41:43 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This will be the second time I will try to get a very simple question answered. I understand that as a government employee it may be your job to purposefully not answer questions and if this is the case I will stop asking.

5/15/2013 4:04:20 PM

The past 6 months EVERY time I fly with my small carry on dog I get screened for bomb residue. It was my understanding that this was supposed to be a random screening but since I have been selected and friends of mine also with carry on pets have been selected it is obvious that this is not a random process. When I inquired at LAX the other night the agent informed me that it now mandatory to do ETD with all carry on pets. When I asked him why he said he's just following protocol and it's not his job to question it. He told me to contact the TSA for an answer. Please don't misunderstand me I have no problem complying I would just like to know the reason for this new procedure. How does traveling with a five pound dog that has her carrier checked by X-ray pose a greater risk than traveling alone?
The response I got earlier in the day was that since I didn't give an airport they couldn't forward my complaint and therefore couldn't help me.

I'm not COMPLAINING, just feel I'm entitled to an explanation since I'm being singled out every time I fly. Thank you and I await your answer 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 last Thurs from BWI to ECP and she hasn t ever had her bag screened before. She has a colorful Vera Bradley bag this time with NOI inside checked baggage.
Then she flew back on Southwest Airlines flight number 1799 from ECP to BWI and she opened her bag and all her items was disarrayed and no NOI was inside but she new it had been gone through by TSA.

Advised 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.

5/17/2013 9:09:57 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 apologized to the caller about her disarrayed items and I told her to call the same phone number back and push option 5 and put in the airport code ECP to speak with a CSM.
Caller stated that he does not fly much any more due to bladder cancer that he just went through. Caller stated that he has a Urostomy and feels embarrassed at time when he has to go through the screening process. He wanted to know if there was any way that the process could be speeded up some what if feels it is to much of a burden to fly. Advised the caller that he may want to check into one of TSA precheck programs and this might smooth things along some what better for him. Asked the caller if he ever takes any medical documentation along with him to help and he stated that he hasn t lately.

Gave the caller the following info:
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 a patdown is required in order to complete screening:

5/17/2013 10:22:52 AM

Gave the caller the following info:
Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre\u2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre\u2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit http: www.globalentry.gov .

Caller flew from PHL yesterday and found a NOI inside her bag and everytime (last 3 times she has flown) she has had one in her bag, why is her bag pulled?
She isn t missing anything or nothing is damaged in her bag and she is just complaining.

Caller flew on 5-6- from LAS. and said the TSOs were demanding and unnecessary in the way they treat people, she doesn t like the fact that there is no diversity at LAS.
Caller says there are too many TSOs sitting around and they are only black, every single TSO agent was black, only black race was represented and she is sick of being told what to do by the people who she is paying their salary and retirement.
Doesn t appreciate their attitude and they aren t pleasant or polite, they are useless and she hates them and they haven t stopped a single terrorist, there should be a better way to go about it.
5/17/2013 1:19:23 PM She is offended and was told the metal detectors were being shut down and everyone had to go through the AIT and everyone was patted down also.
Do the TSOs have to go through scanner when they report to work?

Response:
Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Explained to caller there are many things than could trigger an alarm such as books, food items, metal objects, etc.
Explained to caller the AIT has signs posted advising passengers they have the option to opt out of the AIT and they would be required to have a full body patdown to complete their screening experience.
Explained to caller the TSOs have to have extensive federal background checks and are issued security badges allowing them access to the secured areas.

-----Original Message-----
From: TSAExternalCompliance
Sent: Friday, May 17, 2013 11:47 AM
To: TSAExternalCompliance
Cc: Bandy, Kimberly J; Singh, Harleen ; Shora, Nawar; Cartagena, Michelle
Subject: FW: Fly Rights - New Report from (b)(6)

This should go to the CSQIM as it is customer service related. The "agent became surly and attempted to confiscate my cheese so that he could eat it."

Thanks,
(b)(6)

5/17/2013 2:00:03 PM -----Original Message-----
From: (b)(6)
Sent: Friday, May 17, 2013 9:46 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Madison, WI 53703

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

5/19/2013 10:36:17 AM The caller said he used to work for the FAA and his daughter is pregnant and she went through the AIT at Atlantic City. The caller is upset because he feels TSA should post information regarding the use of AIT on tsa.gov. The caller wanted to know if we do screening in Haiti, Mexico and on cruise ships.

I told the caller I would e-mail him information reguarding AIT. I told the caller TSA does not do screening on cruise ships. I told the caller we only do screening within the U.S. I e-mailed the caller information we discussed on the call.

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/20/2013 2:52:47 AM Airport : LAS - McCarran International Date/Time of Travel : 05/19/2013 4:45 PM Airline & Flight Number : Allegiant Air Flight 516 Checkpoint/Area of Airport : Security Screening Checkpoint to Terminal D TSA Employee: (If Known) : 3 Employees, Unknown Names Comment : When attempting to tell the first TSA Employee I encountered that I have an implanted defibrillator cardiac device in my chest, the TSA employee told me that I needed to just proceed through the "Advanced Imaging Technology Machine", that it was harmless and that it wouldn't cause me any problems. I refused to pass thru the AIT Machine and the Metal Detector, and asked to be patted down instead, as I informed him that my Electrophysiologist and Cardiologist has told me on numerous occasions to NOT pass thru either machine. The TSA Employee proceeded to tell me, and I quote "Your physician doesn't have ANY idea what he is talking about, the AIT Machine has no effect on pacemakers or implanted devices, it's just cell phone technology." Well, on the contrary, cell phone technology CAN in fact have adverse effects on Implanted Defibrillators. So much so that I can not have a cell phone within 6 inches from the site of my implant. Cell phone technology has been PROVEN to carry a risk of programing erasure of Defibrillators. The TSA Employee proceeds to yell across the room "OPT-Out, I need a pat down" and tells me to position myself and stand in a small area between the ATI Machine, Baggage X-ray Machine and Metal Detector archway. I told her no, I was not going to take a chance in potentially causing myself physical harm by waiting in such a small area wedged between the very machines that I am not suppose to be near. After about ten minutes of standing off to the side next to another TSA Employee who for some reason would not proceed in a pat down, but rather just stood next to me, not allowing me to move, while my family and friends waited on the other side. When I asked the male TSA Employee next to me why we were just standing there waiting and not

5/20/2013 8:24:08 AM

completing a pat down, another woman TSA Employee behind the baggage x-ray monitor rudely replies, "Anybody who OPTs Out deserves to stand and wait". I was so utterly shocked by her response that I was literally speechless. My family and friends became so enraged by the way that I was being treated, they approached a TSA Manager and demanded answers. I was finally allowed through and the male TSA Employee that escorted me and had been just standing there next to me during the entire ordeal, doing nothing, proceeded with my pat down. I received no apology from anyone for the way I was treated. I was made to feel as though I was a serious inconvenience to all TSA employees I encountered, and I left the security area feeling horribly mistreated because of a medical condition beyond my control. I did NOT choose to suffer 7 cardiac arrests at the age of 37, nor do I like the idea of having a foreign object implanted in my chest and wired to my heart, but this something I live with to keep myself alive. TSA Employees are NOT Electrophysiologists or Cardiologists and should NEVER advise any medically challenged human as to what will and will not effect them adversely. I was informed enough by my doctors to refuse. The next person with a similar condition to my own might not be as informed and could suffer serious medical injury at the hands of TSA Employees giving medical advise when they have NO business doing so. It is not at all difficult to treat another person with kindness and dignity. What happened to me today, should NEVER happen to anyone living with a medical condition that can not be controlled. It was extremely unkind, rude and unappreciated.

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 is complaining that the Amarillo Airport lacks communication skills while conducting screening. She stated that once while traveling through Amarillo before they had AIT she was subjected to a paldown and was not told why. Another time her husband had to undergo a patdown after going through the AIT. She is fine with all of this but wishes they would let her know what is going on before they just start patting them down.

5/20/2013 9:11:40 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 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.

Caller flew OAK-LAS yesterday morning aboard Southwest Airlines #312. Caller is unhappy with the manner in which her pat down was conducted. Caller indicates at approximately 11:30AM yesterday morning, she was undergoing screening at the checkpoint to the far right of the Southwest terminal when she was selected for additional screening. A short Caucasian or Hispanic lady conducted her patdown and feels her breasts were cupped for an extended period of time in an unnecessary manner. Her arm was also grabbed rather forcefully by this female TSO. The caller is 83 years old and travels with a cane and was going through the checkpoint for persons with disabilities and medical conditions. Caller wants her complaint investigated and addressed specifically by personnel at OAK.

Resolution:

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. 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. TSA monitors the number and nature of complaints we receive in order to

5/20/2013 3:30:11 PM

track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or Screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

5/20/2013 4:39:17 PM

The caller flew on 5-8-13 at out of MDW at 1150am with Air Tran Airlines. She had to be escorted through the checkpoint by a wheelchair attendant. (b)(6) is not able to remove her shoes without a great deal of pain and she let the TSO know this prior to screening. She feels the TSO --a man in his 40s, tall, blond, with a gray goatee-- berated her for not being able to remove her shoes insisting that she was able to do so and teasing her while she went through the AIT machine.

I told her that I would forward this info to the CSM of MDW for further review.

5/22/2013 7:59:15 PM

Disability Description: The callers mother (b)(6) flew from MCO on 5-22-13 His mother is 75 and has a pacemaker. She gave the card to the officers.

Response Details: If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, 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. 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.

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.
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

I advised the caller that he did not have to file a complaint wright away.
I emailed the caller the information.

Incident Details: The complaint concerns the officers at MCO. The caller states that one of the officers jerked his mother, (b)(6), out of the wheel chair and made her go through the machines after her sons had given the officer her pacemaker card and told the officer that his mother had a pacemaker and had to have a patdown. The officers insisted that (b)(6) had to go through the machines. His mother went through screening around 6:25pm through the JetBlue terminal. The caller states the female officer was very rude to his mother. The caller states they are going to take their mother to the doctor and make sure her pacemaker is not damaged. (b)(6) was wearing a Black dress with a Brown jacket. The caller wants to know if they have to file a complaint right away.

Caller had an extremely negative experience going through MDW on 5-16-13 at 9:00 or 9:30 AM, catching a 10:10 AM flight. She is 77 years old and was going through with her husband who was in a wheelchair. She went through the scanner and was told to raise her hands and she was standing around and she felt she had been there longer than the few seconds she had experienced in the past and they told her to raise her arms again, which she did and they were busy talking and she was told to exit. As she exited the machine she was told to wait, when she walked out of the machine she saw photos on her left side, a whole group of photos and the TSO told her they had to pat her down. They told her, Don t leave yet, we have to look at your picture, the photos were in vertical form similar to a filmstrip and individual pictures, approx. 5-6 photos. There were several agents looking at images and one of them told her to wait.

As she was having the patdown she objected and the agent stopped when she asked why they were doing the patdown? She has flown many times and been through the AIT and nothing has ever shown up and it has been 5 years since her surgery and nothing should have shown up.
Flight # 939 via SW, Gate # not available.
She said it made her very uncomfortable and very nervous and her husband is handicapped and she is a Colon Cancer survivor and she should have asked more questions.
Even thinks there may have been something that could have shown up she should know about and is nervous about going through this technology again.
She would go through again if she was explained what happened and she would like to know what the images were and if something showed up she would like to know.
The screening makes her feel comfortable and she doesn t mind that, but, thinks passengers should be told what is happening and provided more information. She said they could have been training agents or something and she is a former school teacher and thinks people should be told if they are training agents.
She states the images were posted on a wall as she exited the machine on her left, when she turned around it would have been on her right and then she said she was unsure if the images were on a wall or screen, but, she saw the images that appeared to be a filmstrip.

5/23/2013 11:11:16 AM

She would like to have reassurance she wasn t exposed to anything that could bring on another cancer.

Response:
Apologized to caller that she had a negative experience and explained information would be provided to the CSM at MDW for their review. Advised surveillance video may be available to for the CSM to review to see what took place with her screening.

All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
Caller asked if she opts out of the technology do they have the right to ask why she did not want to go through the AIT. Caller complained that she was given the 3rd degree over opting out. Caller said her doctor has told her the AIT is not safe. Caller said when she did a patdown, she had a tank top on and a blouse over the tank top, Caller was not wearing a bra. Caller asked to go in a private room and the TSO called to get another TSA employee. Caller said the TSO got mad at her because she asked her to call again to get her patdown because caller was worried about missing her plane. Caller said the TSO said she did not know why the other TSA employee did not come over to do the patdown and she could see the other TSA employee laughing and talking instead of coming over to do her patdown. Caller was asked to remove her blouse. Caller said she was embarrassed because she said she is fat and did not want to show her flabby arms in public. Caller said she was questioned as to why she chose to opt out of the AIT. Caller said the TSOs were both blonde and cute. Caller said they interrogated her about her reasons for wanting to opt out, caller said she started crying. Caller said the TSA employee told her she had not missed her plane that she had 10 minutes to catch her plane if she would hurry. Caller said when she got to the gate, the airplane left early. Caller was flying to NY to see a show her friend was in and this friend is a Broadway star. Caller said the tickets cost $400 and she did not get to see the show. Caller felt that TSA was too nosey, she is 5 feet tall, does not move fast and uses a cane and she is a little old lady. Caller feels they crossed the line with her. Caller does not have a computer and can only check her email from the library. Caller is requesting to be contacted by phone.

Airport Detroit Metro
Airline Spirit Airlines
5/23/2013 Flight numbers
1:37:28 Date and time of incident 05 05 2013 5:30 am
PM Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing ? N A
Terminal or Gate Does not remember - it may have been D16 or B16
Contact information Caller prefers to be contacted by phone

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.

Caller is flying in a few week for the first time with her 10 yr old son. Son takes miralax. She wants to know if that will be a problem. She also has body piercing.

Indianapolis to Orlando on Southwest, probably on AirTrans.

Response:

5/23/2013 2:13:13 PM

-Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened.

-An individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown. In order to ensure security, patdown inspections may include sensitive areas of the body and TSOs are trained to maintain the highest levels of professionalism.

The caller was traveling out of PDX on May 16 with Delta. When she went through the checkpoint, she went through the AIT and was bringing carry on luggage only. There was an anomaly and they had to rub something over her hand with a wand. She was then asked to go off to the side and was told that she would need to go into a different room for a patdown. She was told that there was explosive residue on her hands. She told them that the only thing on her hands was her Viva La Combe hand lotion.

She was taken into the room for the patdown with two female officers and she asked them to hurry with the patdown and to contact Delta about her flight because her flight was at 6:25 and the patdown was started at almost 6:00 pm. One of the officers told her that it would not take that long and she would not miss her flight. The lady who was doing the patdown, the caller described her as oriental woman, did not know the procedure well and had to look at the procedure illustrations on the wall to conduct the patdown. She found this frustrating because it took far longer and they would not contact Delta on her behalf. By the time she got to the flight they had just closed the gate.

She said they had to do ETD on her belongings. She said that they never reached into her jacket pocket to look at her hand lotion. though she kept pointing at it and telling them that the lotion in the pocket was the issue. They never looked in her jacket, and she ended up removing it her self after she was cleared and showing it to them. They let her keep it and told her that the glycerin in it can set off the machine. She stated that has seen nothing saying that there was nothing that stated glycerin set the machines off. She was upset that they never looked in her jacket because she could have had something dangerous in it.

She wants a copy of the report because she ended up missing her flight because of this, she had to get a hotel room with her husband, who had to drive back three hours, her husband lost a full day pay, and she lost a day of her vacation. She arrived at three o clock to allow time. She is frustrated because it was a hand lotion; she is frustrated because she kept pointing at the issue and they did not look at it. She spoke of possible contacting her local news crew because of her frustrations and the way the screening was done.

5/23/2013 4:36:03 PM

Flight information:
Airport: PDX
Airline: Delta
Flight: Does not have the old flight number because she was rerouted.
Date: 05-16-2013 departure was at 6:25 pm
Time: She had the patdown between 5:30 PM and 6:00 PM
Location: Terminal D

Advised caller:

Spoke to the security specialist about the lotion; they said that because the officers saw the lotion it was fine.

I will escalate this to the CSM for review of the complaint.

The caller did not have her flight number because the information she had was for her rerouted flight. She was going to contact us back with that information.

Caller has concerns regarding TSA at Midway. He was going through Lane 19 which was the Priority Lane and it was 4 times as slow as the other line. It took 10 minutes for 10-12 passengers to go through. He said that they were doing OJT which is what he heard the TSOs saying to each other. He opted out of the AIT and had to stand in a position that blocked the AIT. He waited 5 and a half minutes for a patdown. He asked to speak to a supervisor and was told there was no supervisor there. After a few minutes, STSO (b)(6) and TSO (b)(6) came to the checkpoint.

Caller asked (b)(6) why they are doing training on the Priority Line and not the other one. Caller asked (b)(6) why did he have to wait and why are they doing training. (b)(6) denied that any training was occurring. Caller told him that they were clearly doing OJT and that was the term the other TSOs were saying to each other. (b)(6) said, Are you telling me how I am running my station here?

Caller told (b)(6) he wanted to talk to a manager because this was clearly a higher decision than a supervisor could make. (b)(6) said, You don t get to talk to the Manager, you get to talk to me.

5/24/2013 9:10:01 AM Caller asked if he could have his patdown now. The TSOs summoned the manager (b)(6) Caller asked him, Why is this taking so long? I stood here 5.5 minutes for a patdown. (b)(6) said they were doing training. Caller stated that (b)(6) said they were not doing training anywhere in the airport.

Caller stated that he has 5 million miles on airlines. He believes there are serious operational issues at Midway. He stated that the TSOs were very belligerent to him.

Airport: Midway
Airline: Delta
Flight Number: Not handuy
Date and Time: Today at checkpoint at 7:50am. Cleared it about 8:10am at Lane 19

I thanked the caller for letting us know the situation. I told him if he had further questions or concerns he could call back to let us know. I told him I would send this to the CSM at Midway. He wanted to know if (b)(6) was the CSM. I told the caller he was not. He said that the CSM would get a separate complaint, then. I told him I would send this up today.

From: (b)(6)
Sent: Friday, May 24, 2013 12:16 AM
To: TSA.Ombudsman@dhs.gov
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: 5/24/2013 12:16:09 AM

5/24/2013 10:21:27 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Patdown vs. AIT

Comments:

My wife was supposed to fly tonight from LGA to CLE with our 17-month old daughter. We are not comfortable with the AIT scanners' health risks, and my wife asked to not use the AIT for both our daughter and herself (in case she is pregnant). The

Caller opened her suitcase after her trip home and she had documents inside and upon arrival her clothing was in a heap and her documents she had for her work were destroyed.
She said her TSA lock was also broken.

I asked if she saw her bag after clearing Customs or could it have been cut off in the foreign country who may not have been able to open the TSA lock.
She stated she did not look at her lock so it could have been.

She had a NOI. It did not have a time stamp on it.

She flew from Kigali to Amsterdam and entered the US at Detroit and boarded a flight to Louisville SDF.
She flew on Delta Flight #6027 from Detroit to Louisville, KY departing at 12:30 AM 5-24-13
Bag Tag (b)(6)
The bag is a black cloth large suitcase, Wenger brand.

5/24/2013 4:23:39 PM

She stated her documents cannot be replaced unless she goes to Kigali and gets them again, and she would have no guarantee they would arrive in the US undamaged.
She does not wish to file a claim.

Told her I am sorry she had that experience.

She stated she also feels persecuted because she is often patted down and it is because she has large breasts.
She stated it happened in the foreign country as well.
I started to say something and she said she is aware TSA is not in other countries.
She stated in Detroit she was wearing a bra and a knit shirt and knit pants so she does not understand why her large breasts caused a patdown.
She stated nothing on her should have caused a problem with the equipment.

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.

Todd her I will send over a copy of her complaint to the Customer Support Manager.

In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.
Disability Description: Caller had a knee replacement about 18 months ago. Caller is 75 years old.

Information Request: Caller does not want to have to have a patdown at all. Caller will not fly anymore because she doesn t want to have a patdown. Caller saw a patdown procedure being done on TV and does not want to have to go through one. Caller is almost in tears and very distressed and angry. Caller would like to know what ID is better: military ID, driver s license, or passport.Caller would like to know why people have to take their turbans off for screening. Caller feels that suspicious people are not screened as much as she is. Caller would also like to know why TSA does not do screening like Israeli airports that do background checks.

Response Details: The Transportation Security Administration s (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. BDOs are specially trained in the operational SPOT process to identify and screen travelers of interest.

Secure Flight is a program developed by the U.S. Department of Homeland Security (DHS) to provide uniform watch list matching by the Transportation Security Administration (TSA).

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.

5/24/2013 5:10:56 PM

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.

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. Military ID, driver s license, and passport are all acceptable.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

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.
If you want a non-traveling companion to accompany you during the screening process they need only request a gate pass from the airline ticket counter.
Emailed information to caller.

The caller want stated that she is getting selected for additional on every flight. She stated that she has went through the Redress program and actually flew twice with no problems. She stated that she flew from SEA and was again selected. She wants to know if a under wire bra will cause an alarm in the machine that shows her naked. She wants to know why the TSO told her that she can pat down her breast in the public and send her through but if she requests a private screening she will have to have a full pat down. She wants to know an alarm on her chest would cause the TSOs to test her hands and clothes for bomb residue. She wants to know why even after applying for Redress and using her RCN that she is still getting additional screening. She stated that TSA ruins every trip that she takes. She wants to know why the web site does not say that requesting a private screening will result in such treatment. She stated that she has had people fill her up, put their hands in the pants, grope her, and harass her enough.

Advised Caller:

We do not have an itemized list of possible things that could set off alarms in the AIT.

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.

5/25/2013 6:38:56 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.

This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

In addition, passengers at any time may request a private screening. For Example: This option is often exercised by passengers carrying jewelry or gold bars, so as not to alert other individuals about the presence of valuable property. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. (Explained: the additional TSO and companion is for witness for the complete additional screening)

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

Because your complaint concerns the conduct of TSOs at a specific airport I can forward a copy of your letter to the Customer Support Manager (CSM) at that location.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/27/2013 5:20:08 PM Airport : BNA - Nashville International Date/Time of Travel : 05/26/2013 3:05 PM Airline & Flight Number : Southwest Airlines Flight #1943 Checkpoint/Area of Airport : Main Checkpoint Area in between Concourse A/B and C TSA Employee: (If Known) :
Comment : I was instructed to use AIT during the screening process. After an alarm was initiated, I was asked if anything was in my pocket. I flipped the pocket inside out and said "No, it's probably this button on the pocket, my pockets are empty." I was told that the area would be patted down and before I had the chance to opt out, the agent patted down the area. I was then told I had to undergo even further screening. Before the process started (and again, it was happening quick as I was not told what was going on until I was instructed to "stick out my hands" I said "private please". I was told "we are just going to swab your hands". I again, said "private". The agent looked confused and went to get a supervisor, who said, we are just going to swab your hands, there is no need for private. I again said, "I want it in private or I want a supervisor" My stuff was collected by another agent and 3 agents escorted me to a room, one blocked the door but kept it open, another stayed in the room, and the third began to perform the procedure. I pulled my hands away and only then did the agent shut the door. After it was completed, the agent told me "We'll put your stuff back in your suitcase". I immediately said "I'll handle my own stuff unless you have further need to inspect it thanks".

I would like to know:

5/27/2013 6:12:30 PM

1)Why I was not given the OPPORTUNITY to be screened in private to resolve the AIT alarm (it was MMW technology with ATD software)

2)Why it was so difficult to be screened in private when I was told I would need further screening. It is my understanding that I have that right and the agents are supposed to be trained for private enhanced screening.

3)Why when I voluntarily agree to AIT, private screening options are made more complicated, more time consuming, more invasive, and more hostile by the agents.

4) Why your agents feel it is OK to repack my belongings in my suitcase after the screening agent has said the belongings have no issue. Your agent picked up a $2500.00 laptop without my permission to repack it in my suitcase, as he was saying "we'll repack your belongings" and I am NOT ok with this.

The lack of sensitivity, concern for my privacy, and desire to grab my belongings and repack them is a complete joke. I don't care if the intentions were to help me, once the screening process is done and my belongings have been "returned" to me, your agents have no right to touch them unless it is for additional screening. Your agents had humiliated me enough by touching me in public, forcing me to walk barefoot to the screening room after my shoes had been cleared, the last thing a humiliated, embarrassed, and frightened passenger wants is for his belongings to be handled by the same people who just did those things to him.

Lets make this clear, I have no issue with being screened, and no issue with being patted down in the area that set off the alarm, the whole issue here is the lack of a chance to be screened in private immediately after the AIT alarm, the fight I had to put up for the additional screening to be in private, not being allowed to wear my security-cleared footwear to the screening room, the additional hostile treatment because I wanted it in private, and the desire to continue to handle my belongings outside of the standard screening procedure (post patdown, post x-ray machine, post hand swab).

A response on how this issue will be addressed is expected.
Caller flew from St. Louis to ATL to Sarasota on 5-23, second trip in a row she has lost or lost, wrecked or broken her TSA lock. In April the lock was damaged.so bad she had to get a bolt cutter to cut it off. She thinks they opened and failed to place the lock back on, but, there wasn t a NOI inside her bag
She asked security who provided her comment card.
Delta, Flight #1179, Gate # B 4 or 10?, Taggage Tag (b)(6)
Flying frequently and always get stopped because of metal in body, always gets a patdown, inconvenience and holds up the line and can t view her items during the patdown. Could she get on the expedited screening list.

Response:
Apologized to caller and provided claim form via email.
We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination.
You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

5/28/2013 8:05:04 AM

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.

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.
For more information, including enrollment, please visit http: www.globalentry.gov .
Random selection only, not a guarantee for precheck, guarantee for GE when reentering the US from international flight.
May not have to remvoe shoes, jacket, computer from bag, etc., if an alarm sounds or an anomaly shows up may still have to have a patdown.

Caller is a Global Entry member and is registered for TSA Precheck and has used it before. Then he was denied 4 out of 5 trips. He said he was denied twice then selected than denied twice. He knows it is random but he said he is denied more than selected but also said he used to receive it all the time. He mentioned receiving it at Hobby and via Southwest a year ago but corrected himself later. He asked why he can't go through the metal detector. When he asks they direct him around it.
He flies via United from Newark, Delta from Cincinnati, and American from DFW.
He also asked what I mean by an appropriate flight and why he can not use all the participating airlines from any particpating airport if he is in the system.

I told the caller that the screening technology is optional and he cannot request the metal detector in place of the AIT or a Patdown.

I also told him that TSA Precheck is a random process and there are no statistics. This is to keep terrorists from gaming the system. I told him to go to his frequent flier profile and verify that his name, birth date, and member pass id match his Global Entry card exactly.

5/28/2013 9:09:09 AM I told him to verify that his information is correct and try again and if he is continually not selected, then to call us back with his flight information within 3 days of flying from a participating airport on a participating airline and we can send this to the appropriate office for review.

TSA is expanding the TSA Precheck initiative to the Nation's busiest airports and will announce additional participating airlines and airports once operationally ready. The location chart can be viewed at www.tsa.gov.
Southwest and Hobby do not particpate at this time. You must be flying on an airline that particpates at the participating airport.

In addition, participants who have opted in for TSA Precheck will not know in advance if they have been selected for expedited screening. If TSA determines a passenger is eligible for expedited screening for a particular flight, information is embedded in the barcode of the passenger's boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.

Disability Description: Caller said that he is having a knee surgery and he is in a brace.

Information Request: Caller wanted to know what to expect at screening.

Response Details: Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability 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 sites default files publications disability_notification_cards.pdf.

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.

5/28/2013 11:04:57 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 patdown 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.

Caller ask if he can take the brace off and send it through screening.

Advised caller that he would be permitted to do that.

Emailed caller information.

5/28/2013 2:31:33 PM On 5/6/13 at ORF, I was screened by your AIT machine and then additionally my head was patted down by a TSA person. On an earlier flight out of ORF I was also screened by the AIT machine and then touched on my unclothed upper arm by the TSA person. I am over 74 years of age and wonder at the point of additional touching after the use of the AIT. I also have a Global Entry card though the TSA person said that could not be used at Norfolk and further informed me that many people who had that card should not have it. (b)(6)

The caller stated that he will be flying from Dallas to FL. He has a colostomy and wants to know what to do for screening.

Advised Caller:

5/28/2013 5:04:04 PM

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 sites default files publications disability_notification_cards.pdf.

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. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. 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.

We do not require medical documentation.

From: (b)(6)
Sent: Wednesday, May 29, 2013 9:19 AM
To: TSAExternalCompliance
Subject: Complaint from Dulles Airport

To Whom it May Concern,

Attached is a complaint for an incident that occurred at Dulles Airport on 05/18/2013.

5/29/2013 12:11:00 PM

(b)(6)

Baltimore, MD 21218

(b)(6)

Attachment

5/30/2013 11:11:46 AM	Caller will fly from West Palm Beach to NY Monday 06-03-13. She stated she normally flys from FLL so she is not at all familiar with that airport. She stated she is 90 years old and has 2 knee replacements and an insert in her back. She wants to take advantage of our services. I asked if she is needing help getting to the checkpoint. She sated she is not. She stated screening is horrible because they feel her all over because of her legs. She stated her knees make a noise and she is only 4 ft 8 inches and looks like a little person. Told her we will talk about her metal implants. Because her joints set off the metal detectors she needs to let the Officer know about them and we may be able to resolve her screening with the AIT Machine. She stated she cannot use it because her implant is something like a pacemaker except on another part of her body. I explained the patdown is all that is left since she cannot do the metal detector or the AIT machine, and we must screen her in order to clear her to fly. All passengers must be screened. She stated everyone else goes on through right away if they do not make a noise but because of her knees she gets a patdown. Told her normally if a passenger does not set off the machine they go on through but sometimes we do random patdowns so other passengers may receive one as well. She ask why we must pat her down. Told her we must make sure she does not have anything concealed and to clear her screening. She stated the Officers told her they were looking for explosives. She does not know where we think she would hide them. She said an article she read indicated we could help old people or partially disabled. Told her we do help by providing information on what to expect at the checkpoint and other things but I cannot promise her she will not receive a patdown. Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuarida she uses the old xray, Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additonal screening and did not have to do this before.
5/30/2013 3:53:07 PM	Told caller: We recommend all personal items to be removed, things like a belt, wallets and jewelry. The officers can make a judgement call per passenger. I told her if there was an alarm during screening the officers would have to give a patdown to clear any alarm. If the officer felt comfortable enough to allow her go through with out a patdown to clear any alarm then that would be left up to that officer. The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. They will clear any alarm during the screening. They do offer a private screening when there was an alarm of a sentive part of the body. We try to make it as safe as possible to travel. I told her if she wanted me to I would note my call as a complaint for her. Caller stated he has a complaint but does not want it sent to CSM. He states he just wants tsa to know the process did not have to go that far. He stated the officers Badge# (b)(6) @ JFK but he don't think the officer was rude just did not have to go as far as he did.
5/31/2013 12:36:24 PM	Caller stated he is a Turkish Airline pilot and flew into JFK airport. Stated he was going through the checkpoint as a regular passenger. He states he showed his Turkish Airline Id which does not have an expiration date, and requested to be screened with the metal detector, not the AIT machine. He states the officer told him because his Id don't have a expiration date, he will have to have a patdown. Caller stated to TSO he didn't want a patdown, Caller states he was told to put on his Pilot shirt and then he was allowed to go through the metal detector. Advised: I will document call, offered to send his complaint to CSM at JFK but he said no.

Hi,
I just wanted to inform you that recently when traveling through the Anchorage airport we encountered a very rude TSA employee. Unfortunately I did not get her name but I am sure you can probably narrow it down by the day and time. We were there about 5:00 p.m. on May 29, 2013. We were headed to gate B.

My son and I were in one line and my husband was in the line across from us. First of all she yelled at us to step in the line to get closer to go through the machine - AIT (although she was actually on the other line). When we did the TSA people on our line said stop, they were re-calibrating the machine. Next she started yelling for us to move over to the other device to walk through while they were re-calibrating the AIT, as we moved over there she was yelling if you have any artificial joints, etc. to get in the AIT line. Because there is lots of noise and my husband was very hard of hearing, my son and I were trying to get his attention to tell him and we were trying to tell her he has two artificial knees and she turned and yelled at us and said "I will do the talking here".

6/2/2013 9:39:45 AM

My husband is a disabled veteran with two artificial knees and is hard of hearing. He gets disoriented in places with a lot of noise and chaos. We were only trying to be helpful and let her know he was one of those passengers. She did not need to be so disrespectful and rude.

I don't know if you can identify her and coach her, but I just thought you should know.

Respectfully,

(b)(6)
I received your reply but you did not answer my question. You gave me a canned explanation of software, manufacturer's issues but did not answer my question. I was told by the TSA agents in Minot that the scanner was sent to another larger airport not because it didn't have the correct software.

When will the scanner be returned to the Minot airport? I don't think I should have to be patted down just because I have metal hips.

(b)(6)

HYPERLINK (b)(6)

Answer I received: Thank you for your e-mail regarding the removal of Rapiscan Advanced Imaging Technology (AIT) units at airport security checkpoints.

AIT is a highly effective security tool that detects metallic and non-metallic threats concealed under a passenger's clothing. Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

6/2/2013 11:29:51 AM

The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013.

One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security.

By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional.

For more information about TSA, including our use of AIT units equipped with ATR software, please visit our Web site at HYPERLINK "http://www.tsa.gov"www.tsa.gov.

We hope this information is helpful.

From: (b)(6)
Sent: Friday, May 31, 2013 10:46 PM

Disability Description: Caller went through the checkpoint at the MSP airport and while going through inspection he was made to go through the AIT screening, he wears an insulin pump and the pump was damaged during the inspection process. The incident happened at Check point 6, he is flying with Delta airlines flight number 2322, he is flying from MSP to MIA. The incident occurred on 06-03-2013 at 8:30 am. Told caller that I will forward the complaint to the CSM at the MSP Airport. Caller stated to the tso at the checkpoint that he had an insulin pump and was worried about going through the AIT screening. He stated that the TSO told him that he will be ok and after he was cleared caller stated that his insulin pump failed to work.

Response Details: Told caller that I will refer the incident to the CSM at the MSP airport and will forward the record to ODPO.

6/3/2013 10:30:50 AM

Incident Details: Caller went through the checkpoint at the MSP airport and while going through inspection he was made to go through the AIT screening, he wears an insulin pump and the pump was damaged during the inspection process. The incident happened at Check point 6, he is flying with Delta airlines flight number 2322, he is flying from MSP to MIA. The incident occurred on 06-03-2013 at 8:30 am. Told caller that I will forward the complaint to the CSM at the MSP Airport. Caller stated to the tso at the checkpoint that he had an insulin pump and was worried about going through the AIT screening. He stated that the TSO told him that he will be ok and after he was cleared caller stated that his insulin pump failed to work.

How can she file a public comment on the use of backscatter machines, read in the paper there is a comment period which is ending soon and she isn t comfortable with the machines.
She has a 13 year old girl who she doesn t want to go through the X-ray.
She is in HI

6/3/2013 11:31:31 AM

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

Advised caller the AIT is voluntary and she has the right to opt-out and would be required to have a patdown to complete her screening experience.
2 Hrs prior to flight if domestic, 3 for international.

Explained to caller there will be 2 TSOs present if requied to have a patdown and she can have someone present with her.
On 5-26-13 the callers husband had an accident getting out of the AIT machine at PHX. He slipped and fell, injuring his thumb. The caller needed an incident report for her (personal) insurance claim and needed to obtain that ASAP.

6/3/2013 11:37:26 AM

She already had met Wendy Cline at PHX so I gave her bothe emails and phone number to the CSM at PHX.

Name: Wendy Cline
Phone: (b)(6)
Email: (b)(6)

Disability Description: Caller needs a cane.

Response Details: Advised Caller:
I apologized to the caller about what happened to him and told him that I would send his complaint up to a supervisor for review.

I told the caller that I would send him a claim form VIA postal.

I asked the caller for his email address and he doesn t have one.

I also gave the caller the address of where to mail the claim form.

TSA Claims Management Branch
601 South 12th Street - TSA 9
Arlington, VA 20598-6009

6/3/2013 12:14:48 PM

Name: (b)(6)
Phone: (b)(6)
Airport: DCA TO ATL then to Daytona
Airlines: Delta
Date: 6 2 13
Time: 11:00 AM
Gate: 19
email: N A

Caller flew from DCA to ATL then to Daytona Beach and when he went through screening in DCA and his aluminum cane was broken in half. It must have become stuck or something and he told two men by the office and they gave him a roll of scotch tape and they told him that they couldn t help him hold the cane so he could tape it because they could get a lawsuit. They told him they weren t allowed to even hold it for him. He was flying on Delta and they sent a supervisor over to help him and a passenger also helped him tape it up.
He told them he needed a wooden cane to go through the AIT and they didn t have any wooden canes for him to use and a lady agent finally held out her hand and helped him walk through the AIT.
Caller stated that when he gets to ATL he told the information person there what had happened at DCA and he told him to just go down the escalator over at Gate E and there was a TSA office and there was 3 agents inside there and he ask for a supervisor and he told them what happened and that he had to get a Delta and another passenger to help him tape his cane up and he was told you didn t get it busted here and he had to explain to him 3 times that it happened in Washington DC and finally he gave him a complaint card and told him to fill it out and send it in. He stated that they were also involved in personal conversation and weren t paying any attention to him. Also they didn t offer him a cane or claim form or anything to resolve
Caller had a bad experience at FLL. She wants to know what her rights are because she is pregnant. She said that she does not want to go through screening technology. She opted out of the AIT and asked for the WTMD. She had to have a patdown and even was made to pee when the TSO s hand made contact with her crotch area. She had told her that her breasts are tender but she pushed on them anyway and even pushed on her stomach so hard she moved it. She had asked her to lift her shirt and pull her pants down 6 inches to see where her pants met her shirt. She asked for a supervisor who was not cooperative either. He told her that she had to have a patdown because she declined the AIT scanner. She did this because she is pregnant and had been allowed to use the WTMD at both Boston and Chicago Midway with no issue. He made her start completley from the beginning again and this is when she started crying. The TSO did offer a private screening but she declined it because they would not let her husband go with her even though he is military and has an id. After the screening she was hyperventilating and noone even cared.
She was going through the JetBlue terminal F8 on June 2nd at 3:30 pm.

6/3/2013 2:32:33 PM

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

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

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.

I told her that passengers can opt out of the screening machines but would have to have a thorough patdown. The screening machines are optional and signs are posted of this right.
I told her that passengers cannot ask for the WTMD in place of the AIT or patdown.
Passengers can request a private screening at any time and be accompanied by someone of their own choosing.

Dear Sirs:

I object to the intrusive and potentially dangerous body scanning that is used in screening passengers who fly.

The United States operates one of the most intrusive passenger screening systems in the world. Yet I am concerned about the health and effectiveness of the body scanners.

As a 68 year old grandmother, I fly perhaps 12 times a year, I have always opt-ed out of the body scanners, having survived breast cancer and being aware of the dangers of too much radiation. Not only do I find the pat-downs annoying, I feel they are unnecessary. Last month I had to wait 50 minutes to get to the head of the security line in BWI, and then another 20 minutes for a female assistant to pat me down. I nearly missed my flight (the flight itself was only 1 hour).
I watched adults with children go through the metal detector instead of the body scanner. Why not grandmothers?

Since TSA is thinking of deciding to make body scanners the primary screening technique in US airports, I wonder if we would really benefit from this. Israel questions all passengers, and has staff trained to spot potential terrorists. Why can't the US do the same?
Body scanners are expensive, especially for their use in small airports. Terrorists, even if deterred from using airplanes to kill people, will devise other plans, as did the Boston Marathon bombers, the Oklahoma building bombing, the Newtown school massacre, etc.

6/3/2013
5:08:35
PM

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653
(b)(6)

Hi.

I am a frequent business traveler and I had two questions.

1. I am a Canadian citizen with a NEXUS card and each time I've tried to use TSA-Pre for US domestic flights, I've been told I'm randomly selected to go through regular security. This has happened with US Air, United, and American, at DCA, IAD, SFO and RDU. When I asked the TSA gate agent whether I was flagged or randomly chosen or if my Nexus number hadn't been associated with my boarding pass, they were unable to confirm. The airline gate agents told me to contact TSA directly and find out if I have been flagged due to someone with a similar name. Are you able to provide any insight? I did not provide my Nexus ID as I wasn't sure of the security of this mail queue, but I can provide if you are able to look into this.

2. I regularly opt out of the AIT machine for medical reasons, and each time, particularly at DCA, I have a very long wait for a female assist. Considering that my doctor is male and I'm sure that people's sexual preferences aren't considered when choosing a female to pat me down, is there any way that I can opt-out without having to add travel time while they look for a female agent, either by staffing more females or by allowing either gender to perform screenings?

6/4/2013 11:59:36 AM

Please feel free to reach out to me via phone or email with your feedback.

Thank you,

(b)(6)

Caller immediately asked for a supervisor or manager. I gave her to a supervisor.

Supervisor (b)(6)
The caller alleges that she held for 20 minutes to speak with an agent and after she explained what happened to her he hung up on her. She then called back and spoke with (b)(6) asking for a supervisor or manager and (b)(6) took over the call. She complained that he wasn t a supervisor because he hadn t apologized to her and then she asked to speak with his supervisor and it was at this point when I took the call.

The calle describes recent travel in which she was required to undergo secondary screening of her hair by a TSO at two different airports. She complained that she was not told that her hair would be patted down, it just happened and she is offended. She objects to the original agent - (b)(- telling her that the process is random and she is offended that he would say so. She is also upset that the officer who patted down her hair didn t use clean gloves but gloves that had been used to pat down others.

She says she observed a caucasian woman whose hair was in a bun that was not patted down at all. She wishes to file a civil rights complaint about this experience at both airports. She has no names of the personnel at either airport.

The caller is upset because she feels like she was discriminated against recently at ONT and PHX.
The caller flew from ONT to PHX on Wed 29 May via SW FLT 2612 and agian on Sun 02 Jun via SW FLT 558.

6/4/2013 4:33:13 PM

She says she is a fair skinned woman of African descent with hair that is in medium loose curls who was required on both occasions to have her hair patted down while other caucasian passengers were not.

I explained to the caller that I would look into the issue of the disconnected call and if she wishes to pursue the complaint she could speak with one of our Multicultural agents to assist her in the process. She agreed that she would like to do so. Call was transferred to MB agent (b)(6) at this point.

(b)(6) took over the call:

Caller states that a female officer patted down her hair. Caller wants to know 1) if this is a health issue with the amount of people that the officer touches, 2) if this is a mandate that the the TSA placed out that the officers will touch the hair of an African American or of foreign decent.

Advised caller that I am not aware of the reason of why her hair was screened, but the only policy reason that I know of is if a passenger s hair alarms; commonly due to pins in their hair.

Advised caller that whenever an officer needs to patdown a passenger, the passenger has the ability to request that the officer change their gloves before continuing the patdown.

Caller wanted to know if she would have heard the alarm of the machine where she has to stand with her hands above her head.

Advised caller that I believe that the AIT machine does not audibly alarm, but it shows on the screen if there is an area of concern.

Caller stated that they came from Orlando International today. She was given our number by one of the agents at MCO to file a report. She stated that she was going through security and she had someone come up. She had a knee brace on, and the agent asked if there was metal in the brace. She said yes, and the agent told her she would need to take it off, so she did. She told her that she needed to go through the AIT because of the wires in her knee because they would set off the WTMD. She told her that she would have to wait. She told her that everything had already went through the scanner, and she needed to get to her things. They were cleaning the floor and they had the machine shut down. She stood and waited and she said her stuff was just sitting out there and that someone would get it. She told her to just go through the other one, and she said that it would set it off. The agent told her that she would just need to go through the other one because she didn t know how long it would be shut down. There was a black TSO there named (b)(6) who was very hateful. She said as soon as it went off that she needs to step right over here. She said that she needs someone to pat her down so she can go get her things. The TSO said that she would have to wait. She said that he ignored her when she asked for him to call a female over. She said that she needed to get to her items, and the TSO told her that her items would be fine. She asked if the male could just do the patdown. She said that about 8 people went through while she was trying to explain to him that he needed to call a female over. It had taken about 15 minutes to get this done. She asked him at this point where she needed to go to file a complaint and when he asked her why she said that it was because he was very rude. He told her that this is where their conversation ends, and that he would no longer talk to her. At that point he called for someone and a Supervisor came over and she explained to her what happened. She went and got someone to do the patdown and the TSO doing the patdown told her that the other officer had done her wrong and that she needed to go up to the podium and file a complaint. Once the patdown was complete, she went up to the podium and spoke with (b)(6) She asked her if she wanted to fill out the paper or just tell her and she just told her what had happened. The were in the closest scanners to the Homeland Security that were there that day. At this point (b)(6) told her that she needed to take the paper and file a complaint so that they could come check that airport. They have had several complaints on him, and she said that she had also been over there twice to tell the ones who were cleaning the floor that the passengers were more important. They weren t calibrating the machines or anything so they should ve been open. She s been through many airports and have never had anyone refuse to call a female, and has been through many patdowns as well due to her knee.

6/4/2013 7:06:05 PM

Flight details below:
Airport: MCO
Airline: Southwest
Flight #: 909
Departure Date: 6-4-13
Departure Time: 11:55 a.m.
Went through security: 10:00-10:30 a.m.
Terminal Gate: 28

She also wants to know about the PreCheck and the programs that are available to pay $100 for to get through screening faster.

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.

There are two primary ways to be considered eligible for TSA PreCheck™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreCheck™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreCheck™ benefits on all participating airlines should apply for membership with one of CBP's Trusted

Hi

Did not answer my question , I have I implant , so I use the AIT , do I have to remove my shoes going trough the AIT as a crew member for a major us airline ?

I do have a known crew member pass.
Just wonder I get different response depending what airport.

Sincerely yours

(b)(6)

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

6/4/2013 8:07:15 PM

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

We hope this information is helpful.

TSA Contact Center

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Sent from my iPhone

Caller states that she flew from Omaha to SEA. Caller states that she requested assistance at the checkpoints a long time ago from both the Omaha and SEA airports. Caller states that she has extreme anxiety and OCD and the WTMD and AIT machines utterly terrify her. Caller states that every time she flies from SEA she always has an issue with her screening.

The Omaha agent was extremely nice and very helpful and set up a specific time appointment for them to meet. Caller states that they walked her through the exit, to avoid the machines, and conducted a private screening for her.

Caller states that the SEA CSM never returned a phone call until today, an hour before the CSM left, who stated that she can call any time for help. Caller states that she has called the CSM several times over the past few weeks and even attempted to contact her tonight, but was told she was out off office for the time. Caller states that she is flying out of SEA at 6 AM tomorrow and wants to know if there is anyone else that she can talk to tonight at the SEA airport for assistance in the morning.

6/4/2013 9:42:55 PM

Caller wants me to forward this to the CSM so as to make her aware of the fact that she failed to attempt to assist her in any way, because she has been trying to get this help for weeks.

Advised caller that the only thing that we can tell her to do in the morning is at the ID checker is to ask for a Passenger Support Specialist. The PSS is specifically trained to assist passengers with any form of disability. Advised caller that if they are not available she should ask for a supervisor. She should explain to the party her disability and explain the assistance she received in Omaha. Advised caller that I cannot guarantee that she will receive the same or any assistance, but the party, if they are available, will attempt to help her as best as possible.

Advised caller that I will forward this to the CSM for notification.

Hello.

I am resending the email below since I did not get an answer yet and my fly is going to be pretty soon.

I would really appreciate if you can be a little more specific about what documentation I should need in order to pass security control with a muscle relaxer devise which is not attached to my body.

I just want to make sure that this device will pass control security airport after pass the X Ray since this device is very expensive and I will need it during my travels.

Thank you for your help,

6/5/2013 2:23:02 PM (b)(6)

----- Mensaje reenviado -----
De (b)(6)
Para: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
(b)(6) 29 de Mayo de 2013 19:10
Asunto: In Response to your inquiry.

Thank you for your answer but I would like to have a more concrete answer.
My devise is not attached to my body so the body screen does not affect me in any way.

My only concern is that I will carry this devise with me since I need it during my fly so I was wondering if during the checkpoint the Transportation Security Officer will required to show him/her some medical documentation to prove that this devise is a medical devise.

I am waiting to hearing from you.
Thank you,
I sent an email to the contact center yesterday regarding TSA policy in regards to who exactly is allowed to use the employee security checkpoints. The answer I got made reference to crewmember screening procedures and did not answer my question in the least bit. I am going to cut and paste my question and send it to you again.

This is my inquiry:

I am an employee of Delta Airlines and I use the employee only security checkpoints in MSP(terminal #1, checkpoint #3) and ATL(north side) quite often. I have heard that my spouse and people who travel using my pass benefits are also eligible to use the employee only security lines even though they do not have employee badges. What is the policy for non-employee dependents using the employee checkpoints?

This is the answer I got:

6/5/2013 4:15:31 PM

"Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.
TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.
After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

We hope this information is helpful.
TSA Contact Center"

As you can see, this in no way answers my question.

(b)(6)

6/5/2013 7:27:18 PM

Query:
Caller has a partner that is flying with him. Caller s partner has a pacemaker and he is wanting to know how she can go through screening.

Resolution:
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Verbal declaration, doctor s notes, and written declarations can be utilized in order to inform the officer of a particular concern during screening.

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.

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply. Medications in daily dosage containers are allowed through the checkpoint once they have been screened.

6/6/2013 8:20:14 AM

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 6/5/2013 10:55:50 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am writing because I am deeply concerned about the Airport Body Scanners. They use aggressive technology that utilizes a form of radiation that has not been tested on humans over time.

An investigative report in 2011 by ProPublica and PBS NewsHour concluded that the X-ray scanners, then still in use, could cause cancer in 6 to 100 United States airline passengers every year, and that the European Union banned those machines because of health concerns.

It violates our rights as Americans to force us to be exposed to machinery that is likely jeopardizing our health. And it is shortsighted as a nation to use machinery that is likely making it's population more ill, over time adding to the drain of our healthcare system.

I'm all for safety on airplanes, but these aggressive machines are not used elsewhere in the world - and there are still no guns getting on flights.

Why is it that the screening process is hyper sensitive to whether I have a swig of water left in my reusable water bottle but I can get a package of shaving razors, tweezers, or a metal fork through with no problem?

You are focusing on the wrong things. Please remove the machines until proper research has been done, or give people an alternative option that is not as time consuming and personally invasive as the pat down.

As passengers we should not be forced to choose between waiting to be invasively touched and missing our flight - or exposing ourself to unnecessary radiation that in the end may cause us to miss our life.
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

6/6/2013 9:58:13 AM

This morning I read in the New York Times Letters to the Editor section that the TSA is allowing public comments on airport body scanners until June 23, 2013. This is my email letter to express concern on the exclusive use of body scanners for airport security.

I fly out of DTW and with rare exception select the "pat down" for my security clearance. The rare exceptions have been one time when I was slightly late and another when I was traveling with my elderly mother.

I work as a nurse practitioner in hematology/oncology in a large urban health care center. Since statistics do not change overnight, I feel certain that in 10 years time we will note and exponential increase in the number of leukemia and lymphoma cases. On history, we will be able to trace back to frequent travel in airports with exclusive use of body scanners and the radiation exposure caused by this use as the cause. Additionally, we may also see an increase in solid tumor cancers. Leukemia and lymphoma, in addition to being catastrophic diagnoses, are very expensive to treat. They occur without regard to age.

Upon arrival at the body scanner I request a pat-down from the TSA member directing traffic. On occasion the service is relatively quick. On other occasions, it is very evident that the wait period is prolonged. I cannot help but think that the prolonged wait is to cause discomfort, with the hope that the traveler (me) will change my mind and opt for screening by the body scanner. For this reason, I try to always arrive at the airport with excessive time to waste. The pat-downs I have received have always been thorough and mostly professional. The unprofessional behavior is not from inappropriate touching, but merely surly TSA workers who are expressing their dislike about having to do the pat-down.

The policy to install body scanners for exclusive air passenger screening has been a huge TSA mistake which is going to come back to haunt us - especially those with frequent travel histories and a new diagnosis of cancer.

Thank you for allowing this public comment.

(b)(6)
Dearborn, Michigan

6/6/2013 10:22:00 AM

Caller is a new hire for Allegiant in St Pete. Caller has security concerns about crew-member screening and wanted to speak to security.

TSA released modified screening procedures for eligible, on-duty flight crew-members that do not require the use of AIT machines. In addition, flight crew-members are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

4243

Caller wants clarification: he has observed that pilots at St. Petersburg walk through security without the same screening requirements as other airport personnel. He alleges that they are not screened even though they possess SIDA badges. They walk through without much screening at St. Petersburg.

Advised caller that the FSD makes these exceptions and exemptions. The decision is made at the local level.

6/6/2013 12:13:01 PM

Query:
Caller is wanting to know if the AIT affects pregnant women. Caller's daughter was forced to go through AIT in HPN--at least according to the caller.

Resolution:
AIT machines have been independently evaluated by the 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. 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.

Caller is informed that pregnant people should not be affected by the AIT machines.

Caller is informed that we can send up her complaint to a CSM. Caller does not want to send up information; she only wants to know if her daughter can opt out for a patdown.

Caller is informed that anyone can opt out for a patdown. Caller is advised to contact us if there is any more issues.

6/6/2013 2:48:38 PM

The caller has some questions about AIT. The caller wants to know if a person can opt out of AIT. I advised the caller that he could do so. I advised the caller that there was generally signage at the security checkpoint that would indicate this. The caller stated that his pregnant wife flew yesterday and was unable to opt out. The caller s wife was there with him and I had some additional questions, the caller put his wife on the phone. The wife s name is (b)(6) (b)(6) stated that yesterday 6 5 13 at approximately 5:30 or 6:00PM she went through security at (b)(6) International airport and she was flying on Alaska airlines. There is only one terminal at that particular airport. The wife stated that she had never seen an AIT machine. The wife stated that there was a sign in front of the machine that indicated that if they did not undergo AIT then they would be unable to fly. This upset the wife as she is 9 months pregnant. The wife stated that she had several xrays during the course of her pregnancy and she stated that she did not need another type of xray procedure. I advised the caller that I would send her information to the CSM at the airport and let them know about the sign. I advised the caller and her husband that generally there was a sign that would indicate that they were able to opt out of the AIT. I advised them that I was not aware of what the sign could have been but that I would send their information to the CSM at (b)(6) so that possibly the CSM could provide him with some answers in regards to the sign.

	Caller wants to complain about her screening at MIA. She went thru the AIT and had to have a patdown. She was fine with the additional screening however she had her dreadlocks patted down and the TSO did not change her gloves to do so. She stated had she gotten head lice from a previous inspection then she would have had to cut her dreads because she cannot simply wash her hair. She is a former TSA agent and knows this is not the proper protocol and thinks this need to be addressed.
6/6/2013 3:19:22 PM	Advised caller: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.
	The caller woud like to register a complaint about screening at FLL. The caller said that he went through the AIT machine he was upset because he could not maintain line of sight with his carry on items. The caller said that when he stepped into the machine he turned around to face his items and was told by the TSA officers that he had to turn back around for the screening. The caller said this violated TSA policy.
6/7/2013 10:43:31 AM	I explained to the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items 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 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. Explained to the caller that each airports layout is different and explained that I could not tell him why this particular checkpoint was setup in a fashion where he could not see his items being screening. I also explained that in the future if he is concerned about his items being damaged or stolen he can request to speak to the on-duty supervisor or request a private screening.
	The caller said he may consider doing a private screening next time and thanked me for taking the time to listen to his concern. The caller went through security at Key West airport on 6 5 13 to board Delta flight 1366. The caller had her hair in a pony tail and whenever she went through the AIT unit, it alarmed. The female officer at the security checkpoint stated You have something hiding in the bun on the back of your head . The caller stated that she did not have a bun but that she had a ponytail and the officer wanded her hair. The caller was cleared and she went through security. Approximately half an hour later, the caller exited security to give someone a photo at a restaurant located outside the secured area. The restaurant was named the Conch Restaurant. The caller stated that she was gone approximately 30 seconds to a minute. The caller stated that she went back through security. The incident described occurred between 10:30 and 11:00AM
6/7/2013 10:44:03 AM	The caller stated that whenever she went back through security, the agents began to act very strangely. The female officer at the security checkpoint stated You are hiding something in your bun and I have to touch your sensitive areas. The caller stated that she became irate and advised the officers that they were not going to touch her sensitive areas. Apparently the sensitive areas the officers were talking about was her chest area. The caller stated that the incident escalated and went on for several minutes with the officer telling her that she was going to touch her sensitive area and the caller stating that they would not be touching her. The caller stated that they eventually went behind a curtain and she allowed the officer to wand her hair but she did not permit the officers to pat her down. The caller stated that incident escalated to the point where she was cursing at the officer and another officer, a young male, intervened.
	Eventually the caller was able to go on to board her flight without getting a patdown. The caller stated that the female officer repeatedly snapped the blue gloves on her hand. The caller stated that the officers swarmed her and treated her, in her words, weirdly. And the caller was very upset with the conduct of the female officer. The caller did not get a name of the officers. I apologized to the caller for her screening experience. I advised her that I would send her information to the CSM at the airport. I advised her that we did monitor the number and nature of complaints we received at the TCC. The caller stated that it was a tiny airport with three lanes and that she was in zone 2 to board a Delta flight.

Disability Description: Caller stated he will soon be using oxygen.

Information Request: Caller asked what are the requirement for take a POC through TSA. I gave the caller the information in the template, but the caller was still not satisfied.

Caller said a friend with an POC received grief over taking the his device through TSA security. Caller said he was told that he could not take his POC when in reality, TSA was wrong and he was allowed to take the POC through. Caller said he was concerned about having a hard time getting his POC through the security checkpoint.

Response Details: Generally, the Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airline flights because oxygen is considered a hazardous material. However, passengers may check with their airline before purchasing tickets to ask if they will test an oxygen tank for safety (48 hours ahead of the flight), allow passengers to carry a specified portable oxygen concentrator (POC), or provide oxygen to the passenger.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

6/7/2013 12:58:25 PM

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. 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.

If a passenger cannot disconnect, 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 will 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.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I advised the caller the POC will be screened by xray if he can disconnect, if not it will be screened by other methods. Caller still was not satisfied. I offered to send his flight information over to ODPO to make arrangements to get help getting through the checkpoint. This caller was still not satisfied with my answer and the caller does not have any flight arranged. Caller then asked where he can write to get an answer to his question. I turned the call over to Missy.

Hello,

I travel nearly every week, and have been passing through your scanners regularly. However, based on recent articles and "inconclusive" scientific studies I have read, I understand that they could be harmful to human health, particularly that of a developing fetus. And given the fact that my husband and I endeavor to have a child in the foreseeable future, I have chosen to opt-out of the scanner and elect the pat-down instead.

Sometimes the process goes very smoothly. But 90% of the time I request the pat-down, I must wait several minutes for the "female assist" to be found, end a conversation with colleague, or just get up off of a chair and come over to the screening area. With few exceptions, I experience the height of bad attitudes and unprofessionalism. The sense I get is that the TSA is trying to make it as inconvenient as possible to request a pat-down to force people to use the scanners. This is unacceptable.

6/7/2013 2:13:57 PM

Please advise as to how I should address the matter.

Thank you,

(b)(6)

Houston, TX

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

Advised Caller:

6/7/2013 3:41:00 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.

I forwarded the call to to MB:

The caller is very upset and wants to know why she caused an alarm whenever she went through the walk through metal detector. I advised the caller that I could not tell her why she caused an alarm. I advised the caller that all I could tell her is that if there was an alarm, then the officers at the security checkpoint would have to clear the alarm. I advised the caller that in order to clear the alarm they would have to perform a patdown. The caller also wears an underwire bra. I advised the caller that the underwire could possibly cause an alarm.

The caller attempted to get me to tell her what she could wear to avoid getting a patdown. I advised the caller that I could not tell her what would cause the alarm to sound. I advised her that unless I was there I could not even begin to do so. The caller stated that she also felt discriminated against because her breasts were large as well. I advised the caller that she would have to place her complaint in writing. I advised her that she would receive an email with a link that would allow her to place it in writing.

Caller had emailed us because she tried to find where she can comment about the AIT machine on our web site but cannot find it. She was sent an email back that said that we cannot assist her. She wants to know how to find this. She complained about the AIT being very dangerous and that she has been unable to see her belongings when she was screened by Patdown because the area is not set up properly allowing her to see them and she ended up losing a computer. Also the airports are not properly staffed with same gender personnel so that people who opt out of the technology can be patted down in a timely manner.

6/7/2013 4:43:11 PM

I told the caller to go to the Talk to TSA section of the webite. She said she had and this is how she ended up calling us. I gave her the address to headquarters at Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
I told her that the AIT is voluntary and signs are posted advising callers of this right. Also, TSA TSA monitors the number and nature of complaints we receive and I have her complaint documented.

I told her that TSA agents are trained to maintain line of sight of her property and if they cannot they are trained to make sure she gets her items back. I told her that if she has a bad experience she may call us back with her complaint. She stated that it is not the fault of the people on the ground and again asked for someone she may write to. I told her to write to Headquarters at the address I gave her.

I even offered to send her information about the AIT machine but she said she knew about them and they are dangerous.
The caller stated that he has an ostomy. He became a member of Global Entry to try to reduce the end for so much screening. He stated that he usually does not have problems at ORD, However, everytime he travels especially in CLE he is taken a room and to show the ostomy and was ask to remove his pants to do so. He stated that he is a FAA representative and has GE he can not believe all this would be necessary for as often as he flies.

Advised Caller:

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 sites.

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.

6/8/2013 12:25:09 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 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 patdown 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.

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.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. 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.

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?
Caller stated that his autistic stepdaughter (b)(6) was on a Domestic flight from ATL to Seattle. When (b)(6) approached the checkpoint she was advised to go through the AIT by the female TSO at the checkpoint. Caller stated that when his stepdaughter gets nervous she freezes up. When (b)(6) froze up she said that she didn t know what to do. Her mother then tried to explain to her what to do and asked the TSO if she could just pull her to the side for a patdown. The security officer then shouted at the callers wife and said no she is going through this. Caller felt that the security screener was beyond unprofessional. Wanted to file a complaint on the TSO.

6/8/2013 1:02:16 PM

Advised 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. Caller then stated that he thought it was poor customer service. Sent the information on to the CSM of the airport. Gave caller name, phone number and email of the CSM at ATL.

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

The caller had an issue with the TSO s at the checkpoint in Building C. They were laughing and joking around and when she opted out of the AIT they made her wait for someone to pat her down. When she asked to speak with a supervisor they were rude to her and laughed at her. She spoke with a (b)(6) and a (b)(6) Her accent was very heavy and I couldnt tell which one was the supervisor or a TSO.

6/8/2013 2:45:35 PM

I advised the caller to contact the CSM with her complaint since she was still in the airport. I provided the below number.

Name: (b)(6)
Phone:

Feedback Type : Request for Information
Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 6/9/2013 1:58:36 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,

My understanding is that the full body scanners are a new technology and (1) have not been scientifically tested for long term issues on the human body - much less pregnancies - and (2) therefore have differing expert opinion on actual safety.

I am pregnant and not willing to put my child's development at risk especially when other, less controversial, technologies are available for usage.

Recently I was travelling via the US and your policies require that I pick up my baggage and recheck it forcing me to then go through a security line. I was directed to a particular line and patiently moved through the winding security line until I found myself at the end lined up to go through a full body scanner. I advised a security officer conducting traffic of my preference and I was immediately 'offered' an 'opt-out' option which I was not provided details of and I therefore assumed was something similar to the old wand used if you had accidentally set off the magnetic detector. My husband and I were quite embarrassed as we were then singled out by the guard who began shouting 'opt-out' and 'have and opt-out here' several times.

6/9/2013 3:19:36 PM

This 'opt-out' option, in the opinion I developed through experiencing it, was quite invasive. When I was required to put my feet on the yellow stickers my legs were spread so far apart that I felt quite exposed, vulnerable and I would go so far as to say violated, especially since a stranger was feeling uncomfortably close to my private areas while in such a vulnerable position. In addition, prior to the procedure starting they asked me if there were any areas I was sensitive to having touched. When I calmly voiced my preference that my private areas not be touched I was relatively quickly surrounded by three security officers being quite belligerent with me. I am not exaggerating when I say I felt dirty - in the sense that I had been mildly sexually assaulted - when the security officer was finished with me. These feelings are there every time that I remember (including right now) being forced to spread my legs so far apart while a strangers hands touch my intimate areas. I felt that I was bullied into accepting this quite invasive procedure despite there being a perfectly valid option available, the old magnetic scanner, that was being denied to me yet provided to a whole line of other people who happened to be directed to the right line unlike myself.

On my return journey, as I approached the security person who was to review my documents I calmly informed them that I did not wish to go through the full body scanner and that I felt the 'opt-out' option was too invasive. I asked that they allow me to use the old magnetic scanner (which I had seen in use on the departing journey and is apparently opened for people for whom the full body scanner is not a reasonable option). This caused quite a lot of trouble. I was having to ask to speak with managers of increasing authority/knowledge. Most of those that I spoke with just said that they didn't have the authority as it was the policy but they were mostly polite. However, I must say that the senior manager on the floor was quite belligerent and bullying. The end result was that, after much bullying, harassment and time, I was allowed to go through the magnetic scanner. I vastly appreciated the help of the senior personnel who facilitated this which allowed me to travel by air without being violated.

I have a few members of family in the US that I occasionally like to visit and in the coming couple of weeks I would like to visit your country to shop for baby supplies as Canada (my preferred country) is a longer flight/distance from my gynecologist if there are any problems with the pregnancy. I would think a boost via tourism to your economy would be welcome. However, if I must face choosing my baby's safety vs my feeling mildly sexually assaulted and bullied I cannot in good conscience visit your country any more. It's just not a reasonable decision that you could possibly expect someone to make. I would like to point out that even the Israeli airport security, one of the strictest security forces in the world, has gone on record saying that the

Caller stated her husband has Dementia. Caller flew from Ontario California to Boise Idaho on Southwest Airlines. Caller stated her husband went through the checkpoint and a female agent with blonde hair was so rude to her husband. Caller stated they went through the checkpoint 10 minutes. Caller stated they went through the Southwest Terminal that was upstairs and the second checkpoint on the left side to the AIT machine. Caller stated the female screener was so rude to her husband going through the checkpoint.

6/10/2013 9:15:07 AM

Incident happened:06-10-2013@06:15am
Airport:Ontario California
Airline:Southwest Airlines
Terminal Gate:Southwest Terminal

Advised caller I would send to the CSM at the airport so they can review the incident

Disability Description: Caller will fly Saturday with her daughter age 13 from Salt Lake City to Long Beach, CA.

Caller is on TPN and she has a central line in her chest and her food and fluids are all done by IV into a port. She needs to bring her supplies with her.
Once before she had issues and her daughter was upset.
Her daughter wants to go on a trip again so that is why she is calling.

Response Details: Call dropped.
I called her back (b)(6)

Told her I am sorry she had trouble once before. Offered to take a complaint but she said it was last year and her main concern is doing better this time.
She said what happened is she put her items on the conveyor and thought she told them and her daughter had the bag and they told her daughter not to approach her.
She had a doctors statement inside the bag.
Somehow a bag of her fluid got zipped up in the bag and leaked and she had to replace some supplies while on her trip.
She does not want to do a complaint.

6/10/2013 1:55:09 PM

Told her it is important she keep her medication bag since it is hers.
Also I explained if something alarms and we do not know why we do not allow anyone to approach the bag. If a person alarms we do not allow someone to approach them.

Told her to pack whatever she needs in a tote or bag and inform the Officer up front that she has liquid nutrition and fluids.

She stated she has syringes to put it into the port.
I explained she may bring whatever she needs as long as she tells them she has it.
She is allowed her medical bag in addition to her purse and a carry on bag if all she has it it is medical supplies.

Told her to inform the Officer about her port before screening begins.
Offered information about the Notification Card but she stated she would verbally tell them.
Advised if we are unable to complete her screening with the AIT machine she will receive the patdown and under normal circumstances her daughter can be with her if she would like to have a private patdown.

She mentioned she wears a pump with AA batteries in it to deliver her fluids.
She wanted to know if it is an issue with the Airline for her to have it hooked up during the flight.

Told to check with the airline but I would not imagine it is an issue.
Disability Description: The caller has metal implants and has lost 200 pounds, so she has a lot of excess skin on her stomach. She is also elderly and 100% disabled.

Response Details: Advised caller:
She will need to provide her formal complaint in writing. I will forward her complaint to the CSM and our disability specialists and send her an email with instructions on filing the complaint. It must be submitted within 180 days of the incident.

Sent email. Sending to ODPO and CSM.

Incident Details: She recently flew from GUC and had a very bad experience. She stated that she went through the AIT and was selected for additional screening, which included a patdown. She thinks that they made her receive a patdown because of the excess skin on her stomach. She did not like receiving the patdown and the whole time it was being done, a male officer kept turning around and staring at her. She also stated that the officers got upset because of her liquid prescription medication.

6/10/2013 6:45:22 PM

She has a metal rod from her hip to her ankle and a knee replacement. She is also elderly and 100% disabled.

The female officers were older and the male officer that kept staring at her was in his late 20s with long blonde hair.

She wanted to file a formal complaint because she feels that she was discriminated against because of her disability.

Airport: Gunnison
Airline: United Airlines
Flight #: 6158
06-09-13 at 6:55 p.m. she went through security
She does not know what terminal or gate

6/10/2013 9:10:41 PM

Caller had difficulties three years ago going through PHX because the AIT was not working and he had to go through the WTMD even though he had informed TSO of his metal implants.When he alarmed not only did he have to have a pat down he was then subjected to a secondary pat down in a private room.Caller wants to request an appointment for an AIT screening.
Relayed the CSM contact through option number 5 on the IVR and relayed the TCC number and he stated he had called in on the Cares line but it was not identified on the telephone screen.

Disability Description: The caller indicated that she has an implanted neurostimulator.

She he has demagnetised titanium rods in her back and neck.

She indicated that in the upper part of her buttock lower back she has an implanted computer that runs her stimulator. She has a card in regard to the device. She doesn t want to miss her flight. She will get there early.

Information Request: She asked if newer AIT technology is used or if the old ones are still in use at BDL. She indicated that knowing such would determine how what she can do at the checkpoint.

She asked if he advise of the computer ahead of time and expressed concern that TSO may think that it is a bomb.

6/11/2013 11:30:34 AM

She asked if there TSA s website is were she would go to see the prohibited items list. She indicated that she was on the website under Traveler Information. She asked if she should select the link for liquids.

She is traveling from BDL to SLC.

The caller mentioned that she thinks that she will be screened via a patdown as that seems to be the simplest way.

She asked if this applied at all airports.

Response Details: I explained that the information that I have indicates that BDL is listed as an airport that has or is scheduled to receive AIT. It does not indicate which technology is listed. I advised that she can determine this by contacting the CSM via 866 289 9673 and option 5.

I advised that she inform the TSO of the metal implants and internal devices before the screening process begins. Doing so, can help facilitate the screening process. If there is an alarm or anomaly. TSO will know that she advised of the metal implants

Disability Description: Caller wants to know if he needs a letter from his doctor.

Information Request: Caller has metal clips in his abdomen and he does not alarm when going through the WTMD but he does alarm when going through the AIT.

6/11/2013 1:05:19 PM

Response Details: Explained that the AIT does not detect metal objects but I have no way to determine why he is alarming when he goes through the AIT but if he will call 72 hours prior to his next trip with his travel information we will forward the information to the ODPO prior to his travel.
Offered the information on screening of metal implants but he was already on the website.

6/12/2013 8:42:50 AM	Called and spoke with another agent about his ostomy issues at CLE when traveling and mentioned the expedited screening process. Caller has GE and thought he was guaranteed he would be allowed through precheck everytime he flies. Has had for about a year and a half and has never been allowed. States he books his flights and hasn t been entering his PASS ID in the Known Traveler Field. Generally flies United from ORD, works for the FAA on a contract basis and flies frequently. When he goes through the AIT at CLE he states he has an ostomy and the agents don t seem to know what that is and he is required to have a patdown. Stated he had to rub his hands over the bag and his hands were tested for explosives, which isn t an issue and he had to have a patdown and has been questioned about the ostomy. States CLE didn t seem to know what an ostomy was and didn t share the information with the agent on the other side of the machine. His bag was hand inspected the past 3-4 times he flew and he had a computer inside. Response: Explained to caller if an anomaly shows up on the screen going through the AIT it will require a patdown to complete the screening process, even if he informs the agent. Explained to caller if he doesn t want to go through either technology he can request a patdown. Confirmed the process for screening of an ostomy bag and advised he is welcome to speak with a supervisor while at the checkpoint to resolve any issues. Explained the precheck process may only allow a passenger to not remove shoes, 3-1-1 bag and computer from the bag, belt, outerwear, etc. Will still have to be screened. Advised to enter his PASS ID # in the Known Traveler field when booking future flights and if he continues to have issues he can contact the TCC within 72 hrs. of a denied flight and provide information, we can forward to the appropriate office for review. Explained his ticket should be booked in the exact name as on his GE card because the number is tied to his name. Explained random selection only, not a guarantee and the difference between precheck and trusted traveler, GE. Must be flying with a participating airline from a participating airport to be eligible. Consideration is given at the time of the booking, during the pre-screening processing. Advised caller the screening technology for detecting metal objects in checked baggage is much stronger than the carryon and other items can also trigger alarms necessitating hand inspection of a bag. TSA encourages passengers to transport valuables including electronics in carryon bag.
6/12/2013 10:08:42 AM	Caller flew ATL to LGA this morning aboard Delta Airlines flight #1586 at 7:45AM out of gate T5. Caller underwent screening at approximately 7:00AM and was advised to remove her necklace at the checkpoint as she waited to be screened by AIT. Caller placed her necklace in a bowl and waited for AIT screening. Caller went to retrieve the necklace from her bowl and it was not there. Caller found necklace on the floor as the bowl it was in had fell to the floor. The necklace was a wire wrapped necklace made of fossils. The necklace was cracked as a result of the fall from the conveyor belt. Caller does not remember the specific checkpoint this occurred out but indicated she was in the South terminal and it was the first TSA screening checkpoint on the left. Resolution: TSA regrets that you found items missing and or damaged from your carry-on luggage. 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.

From: (b)(6)
Sent: Tuesday, June 11, 2013 1:24 AM
To: TSAExternalCompliance@dhs.gov
Subject: Unprofessional Behavior by TSA employees at VPS airport, FL

TSA External Compliance:

6/12/2013 12:04:02 PM

I am writing to express my concern at the unprofessional behavior of TSA agents at the VPS Airport, FL. on 10 June 2013 approx. 2pm.

My son proceeded through the security area and opt-ed out of the AIT screening. He did so fully aware of the TSA's decision to require pat-downs of all travelers who do so.

One of the two agents who 'assisted' him exhibited behavior associated with anger and resentment at my son's choice, despite the clear TSA policy: "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".

Additionally, the agent slammed his carry-on luggage onto a table and proceeded to hand search through every bit of his carry on baggage AND wallet, examining every card and checking it against his ID. I have never seen a person's personal documents searched through in the security area.

6/12/2013 5:27:16 PM

The caller said that he wanted to file a complaint. He said that for the last 12 years, he has traveled approximately 50 times and always removes his shoes before screening and puts on disposable booties. Today, he was asked to remove the booties. He said that two TSOs and a manager was very rude to him. He wanted to know if he is permitted to wear these booties through screening.
He did not have any information about the TSOs or manager that was rude to him.

Departing Airport: JFK
Terminal 4
Gate: B
Date of Screening: 6-12-2013
Time of Screening: Between 4:30 and 4:45PM
Airline: Delta
Flight Number: 73
Destination: BHM
Connecting Airport: ATL

I told him that passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint. Since he encountered a rude screener, I will forward this record to the CSM at JFK. I apologized for his screening experience.

December 9, 2009, Caller advises that she was inappropriately touched by a TSO in Washington DC. Caller is wanting to file a complaint about this. Caller indicates that while going through screening, she was groped by a female officer.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

6/12/2013 5:54:49 PM Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Caller had a hip replacement and yesterday he was going from DCA to LGA Marine Air Terminal, Delta, Shuttle flights. Today he is at LGA and the procedures were different.
Going through checkpoint he told the TSO he had joint replacements and TSO mentioned the AIT and caller agreed, was told to take his shoes off and he said he was over 70 and the TSO said he had a choice and if he didn t want to remove his shoes he could go through the magnetometer. They took him aside and he had a thorough patdown and he said at DCA they walked him through without a problem. Understands there is a job to do and after he took his belt off and they measured his shoes with some kind of instrument was told he was free to go.
6/13/2013 1:46:55 PM The supervisor then came to him and told him to take his shoes off and he told him he had gone through the magnetometer. Told supervisor what he had been told and he told the supervisor he would check into it and asked what is the correct procedure?
Caller asked about the proper procedures and consistency between airports?
Call dropped at approx. 1;53 PM.

Response:
No response, see note.
The caller stated that he bought a money belt and wants to know why he had to be separated from his money anyways. He stated that the belt is nylon and plastic. He said it was designed for security. He does not think that he should be ask to be separated from his money.

Advised Caller:

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

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

6/14/2013 10:57:32 AM My TSAHomeSearch Results For:

money belt

Check or Carry-on
http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsawebsite

The AIT is designed to find items that are attacked to the body. I would imagine if you choice not to inform the TSOs of the belt it could cause alarm at the checkpoint.

TSA does not restrict passengers from carrying any amount of currency through our security checkpoints. We do, however, recommend that passengers speak with a TSA screening supervisor before screening begins to request a private screening. This will help maintain the passenger's security by ensuring the currency is screened out of the view of the general public. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing.

Caller attempted to fly on Monday from JFK to Orlando. Caller states that the lines at the airport were very slow and were continuously stopped. Caller states that when she did get to the checkpoint she was treated very disrespectfully by officers at the checkpoint. Caller indicates that the officers were extremely rude. Caller indicates that the officers did not take into account her disability. Caller is not satisfied with the fact that she is not getting to use the AIT machine because she has an animal. Caller feels that TSA does not accomodate people well enough that have medical disabilities.

Caller is wanting to know if there is any kind of expedited screening process.

6/14/2013 6:32:32 PM Advised Caller:

We are sorry that you are not able to go through the AIT machine with your animal. You must remain with your animal at all times and while you are in the AIT machine, you will not be with your animal. You can be screened using the WTMD or by use of a patdown or both.

We do have an expedited screening process that is called TSA PRECHECK. It is important to remember, that even if a passenger opts in for TSA Pre\u2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u2713™ does not guarantee an individual expedited screening.

If you join on of CBP TT programs there is a 100 dollar fee that last for 5 years.
Caller:
Caller is missing his TSA locks from his last two flights. They were missing from Orlando in April and this time from MSY. He has a NOI. Nothing is missing inside of the luggage. He paid $18 for two locks in the airport. He is 79 years old and been flying since 1944. Last April at EWR they made him remove his belt. While he was using the AIT his pants fell to his ankles. Then he had to go through a patdown. Now he uses a rope instead of a bell. Why would they not put is TSA lock back?

6/15/2013 12:40:46 PM Response:
I apologized to the caller that he is missing his TSA locks.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

The caller stated that he had a very bad experience at LAX when going through the checkpoint with his family. He stated that he was told by TSO (b)(6) a male, that the machine (AIT) was broken and it would be 45 minutes before it would be working again. However, he sent another family through. When they received patdowns, the female officer, TSO (b)(6) a female, did not ask her if she wanted a private screening. TSO (b)(6) a female, helped with the patdown. He also spoke with Supervisor (b)(6) at the checkpoint. He was at Gate 68A and flying with Alaska Airlines.

6/16/2013 1:23:42 PM LAX going through Gate 68A Alaska Airlines
Airport: LAX
Airline: Alaska Airlines
Flight #:
Date and time: 06-16-13 at 10 a.m.
Gate 68A

Sent email:
I will forward his complaint to the CSM.
Calling from Trinidad, Tobago, flew to Caribbean for vacation from JFK, and had an incident going through security screening. She had to take off her shoes and place in the tray. When she retrieved her shoes s something stuck her in her right large toe and one of the TSA agents went to get a swab, tweezers and something brown was stuck in her foot, unsure if the object was metal or what, said they couldn t determine what it was. The TSA officer removed the object and dressed the toe for her and now she is unable to walk on her foot. When the incident happened the TSA agent went to another officer and he walked to where she was sitting and asked what he could do and he told the TSA agent to get the supplies to take care of her toe. Caller states she was in a wheelchair, she walks with a cane and she couldn t raise her arms in the AIT and they directed her to the WTMD and that is when she felt something in her foot.

6/17/2013 8:46:57 AM States she is a borderline diabetic and won t be returning to the States until 7-24-13.
Flight # 525 via Caribbean Airlines, Gate # 3,
She is in Trinidad at the current time.

Response:
Mailed claim form to caller for injury.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 6/17/2013 12:30:34 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
6/17/2013 2:09:54 PM TSA Employee: (If Known) :
Comment : Please explain if I am *required* to tell a TSA agent *why* I am opting out of AIT/Machine screening? When I answered "its my right to opt out," I was told by the TSA Agent "its our right to ask why." I have *never* been asked why in the many many times I have traveled and opted out, so I felt this was quite intrusive and frankly, none of TSA's business.

Also, please describe what data was captured from my driver's license and boarding pass when they were given to *another* TSA agent after my patdown so he could "log" my information onto a record "just in case you decide to complain." Would you like a response? : True Passenger's Name : Provided if necessary for investigation 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 flies a lot on Southwest and was told by the airline that hair spray could be placed in her checked baggage. Caller has flown out of Oklahoma and the hair spray went to Louisiana with her. Today when she flew from Louisiana to Oklahoma. Caller got home and found three Notice of Inspections in her baggage, one of the Notice of Inspections had one hair spray removed and the caller wanted to know why her hair spray was taken out. The caller also said when she flew she was wearing a new pair of jeans with elastic waist and the AIT at both airports indicated an anomaly in her back pocket. The only problem with that is the jeans do not have back pockets. Caller asked the TSO s at both airports why was it saying she had something in her back pocket and she had no pockets. The TSO s at both airports notified their supervisor.

I advised the caller:
6/17/2013 7:31:50 PM She would receive a claim form and instruction in 24 hours. I told the caller to fill out the claim form and send it to the address on the claim form box 1 and mail the form to the Claims Management Branch. Claims Management Branch will respond with a letter of acknowledgement and a claim number to monitor the claims process on the tsa.gov website. I told the caller that the claims process was under the Federal Tort Claim Act.
As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection.
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

Caller was returning from Paris and upon arrival in ATL was subjected to secondary screening and in the process the TSO left her passport and boarding pass out of her carry on bag.
She was contacted by lost and found stating they found her documents but that she was going to have to pay for shipping the documents to her.Caller requested that I send her the documents and wanted to know why she was subjected to secondary
6/18/2013 10:51:16 AM screening.
Explained that in the future she should inform TSO before screening begins that she has metal implants so she could be directed to the AIT instead of the WTMD and she said she did.I explained that if she alarmed during either one of the technologies we are required to clear the alarm by a thorough pat down.She then stated she never heard any alarms and she doesn t understand why this happened.Caller stated she was told by (b)(6) that when they found the passport they would send it to her.
Mailed the SF95 and informed caller how to relay information to the CSM through option 5 on the IVR.

Feedback Type : Request for Information
Categories : Traveling with a Disability or Medical Condition Current Date/Time : 6/18/2013 1:22:20 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a Trusted Traveler PASSID (b)(6) . I also have a metal hip joint. What I cannot understand is why, having met the requirements for the Trusted Traveler program, TSA cannot develop a process whereby people with implants do not have to be manually handled everytime we travel through an airport that does not have an AIT machine? Using myself as an example, my metal joint will ALWAYS be on my right hip. Yet I have to endure the entire patdown process over my entire
6/18/2013 2:55:44 PM body. I use Pre-Check whenever possible, but this lane often does not have an AIT machine, so I have to be pulled from the line, remove my shoes, stand to the side until a female officer can be made available, and quite honestly, often made to feel like someone suspicious. Can't TSA put a designation on my Trusted Traveler card that I have a metal implant in my right hip, much like an organ donor is noted on a driver's license? And then resume using the metal wands, and by simply waving the wand over my right hip, the point of the metal is determined, it matches the Government issued ID card with the location of the implant noted, and I am quickly waved through the line. There are so many of us with metal implants. Wouldn't this make the screening process smoother, reduce the number of complaints, and improve overall efficiency? And those of us who have been willing already to provide significant personal information to speed up our screening won't feel like such criminals. I can tell you that I have not had pleasant experiences with the TSA officers since my hip was done.
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

6/18/2013 4:18:58 PM	Caller flying in a couple days and asked if something is a security threat why isn t everything done across the board? In LAS everytime she goes through the line when she gets through they pat down her head, she has dreadlocks in her hair and can see her scalp, there s nothing that could possibly be in there. States she doesn't use any type metal pins, etc. She said it feels degrading and is embarassing and it is the only location she is having her head patted down and wonders why? She is going through the AIT and the TSOs don t tell her why they are patting her head down and she thinks it is because she has the dreadlocks. She has been flying frequently and doesn t want to be singled out and if it only happened everynow and then she wouldn t think as much about it and she said it didn t happen the last time, but, when she traveled a couple weeks ago. States if it happens again she will call back to the TCC with names, etc. States she is more aggravated with the process than the TSO performing their job and she is all for security and safety, but, just wonders why she is having to have the procedure? Response: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. 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. TSA also selects passengers and their property at random for enhanced security screening. Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.
6/18/2013 9:40:57 PM	Caller stated that she is upset that she has to go through a patdown because of her metal knee. Caller stated that she went through the WTMD and had to receive a patdown afterwards. Wanted to know what she needed to do so she doesn t have to receive a patdown. Advised caller: She could go through the AIT that doesn t penetrate the skin so it shouldn t set off any alarms. If it does alarm, the passenger would just receive a patdown of the area that was alarmed.
6/19/2013 11:35:14 AM	Caller wants to know how to avoid the AIT and to have a private patdown,he has metal implant in his back.During his last screening he was ask to lift his shirt and was embarrassed by the public exposure. 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.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.
6/19/2013 12:09:19 PM	The caller advised that she has a pacemaker from St. Judes Hospital. Initially, she wanted to know what she needs to do in order to opt out of the AIT because her doctors have told her not to be screened by the AIT. She has an upcoming trip out of PDX on 8-14-2013 on United Airlines. I told her that a passenger should inform the TSO s before screening begins that they have a pacemaker and wish to opt out of the AIT to receive a patdown. Then, she stated that on a previous trip from PDX to PSP and on the return flight from PSP to PDX she was forced to be screened by the AIT by the TSOs there. The departing flight from PDX, on 2-28-2013, left at approximately 8:00AM and she went through screening about 6:00AM. She said that at the TSA checkpoint at PDX, a female TSO told her that her doctor did not know what he was talking about and needed to brush up on the new technology; after she had presented her pacemaker ID card and told them that she was not able to be screened by the AIT. The return flight from PSP to PDX was on 3-3-2013 at approximately 4:30PM and she went through screening about 1:00PM or 2:00PM. She said that this checkpoint, two male TSOs told her that her card did not mean anything and that she would be fine being screened by the AIT. She said that she felt very embarrassed and intimidated by these actions. She said that she flew both ways on Horizon Airlines. I told her that I will forward this record to the CSMs at both PDX and PSP since TSA failed to accomodate her based on her disability or medical condition. I offered to go over the information for filing a formal complaint in writing, but she said that was not her intent and she did not wish to file a formal complaint, only to let someone know what has happened to her. She said that she might call back in within a few hours to provide her specific flight details. I told her that she can reference this EID when she calls back in. Caller does not have email available to her. Alternate number listed is her cell phone number.

Callers daughter will be flying from Jacksonville, FL tomorrow evening. She has a knee brace and will be in a wheelchair. She will also be taking syringes. He wanted to know the procedure for going through the checkpoint in a wheelchair with a brace. He also wanted to know how to transport the syringes. He said that she does have a notification card.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. 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.

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.
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 a 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 a patdown is required in order to complete screening:

6/20/2013 8:58:09 AM

• 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 patdown 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.

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. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

To whom it may concern:

The below message throws one more absurdity on to the pile. You seem to be saying that a random enhanced search of a few passengers will deter a terrorist, because he or she won't be able to take precautionary measures based on the knowledge of a more specific targeting methodology. Point one: A terrorist always faces the hazard of being detected in advance and is reconciled to it. Knowing that he or she is unlikely to be profiled, and that a 76-year-old white-haired lady is as likely to be searched as a more suspicious looking individual, decreases the risk element in the terrorist's calculations. Point two: A terrorist willingly faces martyrdom. From that standpoint, the risk of being arrested must seem a minor price to pay. Surely a place in paradise is guaranteed eventually to those who try and fail.

Sincerely,

(b)(6)

San Rafael, CA 94903 (b)(6)

6/20/2013 4:21:44 PM

---------- Forwarded message ----------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>
Date: Tue, Jun 18, 2013 at 6:18 PM
Subject: In Response to your inquiry.
To: HYPERLINK (b)(6)

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
Query:
Caller has a security concern about LGA and a specific checkpoint, Concourse B in Terminal D. Caller says that he travels frequently out of many airports, and LGA seems to be the most un-secure airport that he goes through.

An incident occurred approximately a week and a half ago, where the caller noticed the irregular behavior of another passenger. Caller informed the TSOs at the screening checkpoint and received word from the TSOs that this person would be screened more thoroughly. Caller watched the person go through screening without receiving any form of additional screening. Caller would also like to express his concern about the lack of a body scanner at concourse B in Terminal D, the only concourse that does not have a body scanner. Caller says that the LGA supervisor said that his concern was legitimate and it would be one year from now until they get the scanners. Caller was advised to fly out of a different concourse or airport if he was concerned. Caller believes that this was totally inappropriate because it is a security concern. Caller has also noticed that there are no swabbings done at LGA in his last ten visits. Caller is not trying to get anyone in trouble, caller is just wanting to make the concourse safer.

Caller is informed that his concerns will be sent up to the CSM at LGA for additional review.

6/21/2013 3:14:41 PM

Caller is wanting to speak with a supervisor.

Escalation Notes: GAH
The caller has expressed concerns that about LGA. He flys out of there twice a week and flys out of 15 different airports and LGA has serious security problems. He has two issues he wants to address.

1. He saw someone that kept touching his shirt like he had something hidden there. He told the TSO s and they said they would check. When the passenger that was touching his shirt went through the checkpoint the TSO s just sent him through the metal detector without a patdown. This concerned the caller.
2. He flys out of Concours B terminal B and there are no body scanners there. He also says they never swab anybody. When he spoke to a supervisor about this she said that they would be getting a AIT in about a year. She informed him do to budget reasons is why there is only one at LGA. The caller expressed great concern about a TSA supervisor expressing concern over a security flaw at that airport.

I assured the caller that he would speak with a security agent from the TCC and we would send this to a CSM at LGA.

Caller went through Austin, San Diego, and Phoenix security yesterday. Caller states that while he was being screened in Austin, patches of cotton were rubbed on his hands and placed in a machine. What was the purpose of that? He is 87. He also received screening by AIT and patdown, even though the AIT did not alarm.

Lincoln NE

6/21/2013 6:01:37 PM

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

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

6/21/2013 8:28:05 PM

Caller s 7 and 8 year old grandchildren flew home unaccompanied from BUR to PHX after visiting her. There mother is muslim and meet them at the gate at PHX by obtaining a gate pass from the airline, US Airways. The mother stated that her private parts were touched after she had to have a patdown. She believes that the patdown was inappropriate and does not understand why she had to have the patdown since she was not boarding a flight. The mother (b)(6) told the caller that the TSOs would not allow her to use the AIT scanner because it was out of order, nor could she use the WTMD. The mother also said that she feels she was profiled based on her religion and required to have a patdown. The flight that the children were on was US Airways 2836 that arrived today, June 21st at 1130hrs, and the incident occurred around 1100hrs. Caller would like to file a complaint with the manager at PHX due to the inappropriate patdown and was calling to see if someone could look into this as discrimination or profiling.

Apologized to caller for her daughter-in-laws experience and explained that 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. Because your complaint concerns the conduct of TSOs at a specific airport we will forward the complaint to the Customer Service Manager (CSM) at that location for review. Also, explained that if she feels that the incident occurred due to profiling, she will need to put her complaint in writing to TSAs Multicultural Branch. Explained that we will send her a email containing a request for information that she can respond to in order to request the investigation.

Disability Description: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

Response Details: This call came in on the normal general line so I began handling it as if it were going to be a CSM escalation. I told her I would send this to a CSM, but she did not want it to just go to someone at PHX. She said she wanted to file a complaint with corporate. I told her she could write to Headquarters if she would like. She did so I gave her the Headquarters Address. She wanted to know if I was going to send her a copy of the complaint. I told her I could not but gave her the EID number.

After talking with her I realized it was a TSA CARES issue. She said she felt like this happened because of her medical condition. I told her to file a formal complaint she would have to put it in writing. I gave her the address to send it to. She asked if I could just email that to her. I told her I could not, but remembered after the call that I could so I did.

Caller was calling from the PHX airport and had to hang up because she had to board her flight.

Incident Details: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

6/23/2013 11:55:46 AM

She walked through the AIT and then was told she had to do a patdown because her medication could not be xrayed. They put the medication in a machine. She said there was no reason for this and it was humiliating. They did not have to do this in CMH and should not have had to do this in PHX.

She asked to speak to a supervisor. He gave her a card with a name on it of (b)(6) manager. She had to patdown a breast that just had a biopsy on it. She asked for the policy that said she had to have a patdown when her medication could not be xrayed. She did not want to give her email address at first because she said that was another way for her to get on some sort of list. But then she said it was hard to get in touch with her by phone during working hours.

It was such a contrast from her previous flight that she felt humiliated. The screening procedures were completely inconsistent.

Airport: PHX
Airline: SW
Flight Number: 3681
Location: Terminal 4 Gate C17
Date and Time: June 23 at 7:30am (Time she went through the checkpoint)

The caller had issues when she came to PHL. She flew out on Thursday 06.20.2013 at approximately 6-6:30. She had a 7:00 am flight. She had issues with the checkpoint. She is thinking of calling the lawyer. She flew with US Airways. She went through the AIT and had to do a patdown. She started to get patted down by a man and when he got to her breasts he said, oh you re a woman. He had a woman come over and told her that she was a woman. The TSO told her that she did not present herself as a woman and from here on out, when she came through the checkpoint she needed to let the TSO know that she was in fact a woman.
She indicated that everything she was wearing was true to size and she was not presenting herself as a man. She was told by another agent that technically as agent they should know and if they have questions then they should request to see a boarding pass without saying anything that could be rude. She says that she feels discriminated against and thinks she may need to call a lawyer.

She had a short hair but her clothing clearly allowed them to see her breasts.

6/23/2013 1:59:18 PM

Advised caller:

I transferred to MB.

ABaker completed the call.
I spoke with (b)(6) who was visibly upset. I did explain to her that the complaint needed to be in writing and sent to the Multi Cultural Division of civil rights and liberties. She kept insisting that she felt singled out and discriminated against based on her sexual orientation.

The TSO agent that she spoke with first was a caucasian lady that was short, pudgy and had white hair. This was the agent that told her that she needed to present herself as a woman and explain that she was a woman everytime she came through the checkpoint.

I also let her know that I would send this complaint to the CSM at PHL as well, so that an instance such as this would not be repeated.
Today at Newark airport, my 12 year old daughter went through an AIT. She sent the alarms off because she wear a Boston Brace for scoliosis. We offered to take the brace off and walk through again, but they refused. Actually, the tsa woman agent on the other side of the AIT refused, she said it was not in compliance with procedures. The other two agents were willing. According to your website, that should have been permitted. When the supervisor came over he also said that this was not allowed. My daughter then had to be taken in another room to be searched. I believe your guidelines must be gone over again with your agents. The woman at the gate was not very nice, however, the woman who searched my daughter was very nice. This caused a delay of thirty minutes. This occurred at around 4:20pm.

If I can provide you with any other information please let me know. This situation caused us great humiliation and stress. People behind were complaining because of the unnecessary delay.

6/24/2013 8:38:04 AM

(b)(6)

Hamilton NJ 08619
(b)(6)

Sent from my iPhone

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/23/2013 11:15:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/05/2013 3:30 AM Airline & Flight Number : Delta 2159 Checkpoint/Area of Airport : Terminal B Security Checkpoint TSA Employee: (If Known) :
Comment : At both JFK, ATL and MCO, I noticed the TSA screeners were screening lines with the advanced imaging technology scans rather than doing random scans of people from across all of the security lines. At JFK and MCO, I was in the line that got scanned and at ATL I was in the line next to the line that got scanned. This poses a security risk because someone smuggling something just has to move into one of the lines not getting scanned. I saw people doing that and brought it to the attention of the person at the scanner in JFK, but she either didn't hear me or ignored me.

6/24/2013 8:38:39 AM

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

Disability Description: Metal impants, hip replacement.

Information Request: Caller asked questions concerning metal implants during the screening process as she traveled to Dublin Ireland from the U.S.. I instructed the caller from the template below on the proper procedures (patdowns, documentation, AIT screening,...etc) when doing traveling with metal implants.

6/24/2013 10:24:41 AM

I explained to the caller that they would need to notify the TSO conducting the screening about the location of the implant so that it wouldn t be a surprise when if it alarmed; if it did alarm then additional screening may occur, specifically in the area of the of the implant, such as a patdown by a same-sex officer.

This electronic transmission contains information from the law offices of (b)(6) This transmission is confidential and may be protected in whole or in part by attorney-client privilege, as well as other privileges and/or immunities. This transmission is intended solely for use by the above named recipient. If you are not the above named recipient, be aware that any disclosure, copying, distribution or use of any portion of this transmission is strictly prohibited. If you are not the above named recipient, you should immediately reply to this e-mail, stating you received this e-mail in error, and then delete the e-mail and any attachments from your system. If you are the above named recipient, unless you notify us otherwise in writing, your electronic reply to the above identified sender constitutes your acknowledgement that electronic transmissions are susceptible to interception and your agreement to send and receive confidential information via this medium.

Dear TSA,

6/24/2013 6:27:22 PM

I was at the Des Moines airport today, boarding a flight. While at the TSA checkpoint, I asked a supervisor if I could bypass the AIT screening and opt for a pat-down. She told me that was not allowed to do that. I told her that was not true, and she left, instructing other TSA agents to subject me to additional screening. I found this not only unprofessional, and in violation of the TSA's own rules, but found the additional screening to be more punitive, rather than effective. Certainly someone questioning the TSA's application of the TSA's own rules is far more likely to be a non-threat than the average passenger (although as they are both so unlikely to be a threat, that I have no idea why locking the cockpit doors has not already eliminated the need for officious TSA supervisors). Please look into this matter and update me on your findings. Thank you.

(b)(6)

Des Moines, Iowa 50309

6/25/2013 10:18:56 AM

Caller flew on June 20th and returned on the 24th from Minneapolis. She is visually impaired and went through the AIT and she had a patdown. The TSO were speaking to her husband rather than her while she was being patted down and she thinks that this is innapropriate. She wants to make a complaint about this.

This happened on the 20th from Minneapolis to Seattle on Delta flight number 1653. She was going through G15 at about 5:00 am. She does not have any names or descriptions of the TSO s involved because she did not think about this until she got on the plane because it was so early.

I asked her 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.

I also asked her if she is calling with a different concern such as poor customer service? She stated that this is poor customer service.

I apologized to the caller and told her that our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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.
Disability Description: Callers brother is a cancer patient who had just underwent a radiation treatment by having isotopes placed in his skin.

Response Details: TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.
I apologized for the inconvenience.
I told her by federal regulations our Disability Branch needs to receive the complaint in writing, and informed her I would email her the request for information template the outlines everything TSA will need to begin an investigation on this.

6/25/2013 1:42:27 PM

Caller then rambled about the government and how the TSA is useless.

I am emailing the caller the RFI.

Incident Details: Caller who is a cancer patient, they did a full body scan knowing that he had radiation treatment. Caller states the brother had requested to opt out of the Advanced Imaging Technology, but was forced by the officer to go through the Advanced Imaging Technology regardless of his explaining to the officer that he could not go through that. They refused to read his doctors letter.
He s a little old man, and they did this to him. This should have never happened, and she is threatening to contact her attorney, the president, and numerous other branches of government regarding this complaint.

Caller flew yesterday from MCI and he opted out of the AIT. During the process he was selected for additional screening. Caller stated the TSO stumbled and dropped the bin. When the caller arrived at his destination the iPad home button was not working properly. He had to go in the private screening due to a positive ETD glove test. It was tested again in the private screening and was negative. He was left alone in the back room for 4 or 5 minutes, when the TSO came in he asked another TSO to block the door, for his privacy. The TSO asked if the caller had been there earlier and the officer asked if he was the same person and came back. The officer stated, You look like someone that was here earlier and left and came back. Caller stated he did not feel any safer. Caller stated the door being held my another officer was not very reassuring of safety. Caller has never had an encounter like that. Caller always opts out of the AIT and never had any problems like this Caller felt overwhelmed and intimidated. The secondary screening was conducted by a younger Caucasian man with red hair and a beard and glasses, about 5 8 to 5 10. Caller stated his wife was waiting outside and he felt he was left in there to make him sweat, because the officer was just walking around outside to get gloves. Caller stated it felt like a really long time and he know it does not take that long to find gloves. The TSO who dropped the bin was very polite and apologetic. Caller felt the screening was very unprofessional. A taller skinner African American male 6 feet tall was the one who stumbled and dropped the iPad.

Advised Caller:

6/25/2013 9:05:57 PM

I do apologize for your experience and that your items were damaged. Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process. We monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response. You should contact that airport's contract screening company by the links provided on our Web site at http: www.tsa.gov stakeholders frequently-asked-questions-2.

Airport: MCI
Airline: Southwest
Flight Number: 644
Date and Time: 06-24-2013 4:15PM
Location: Terminal B Gate 43

Caller has a complaint. Callers husband is handicapped. Caller said they went through Logan Airport and they flew on Delta to Raleigh Durham. Caller said they were supposed to leave at 12:45 and did not leave till 2 pm. Caller said her husband is paralyzed in his right arm and he cannot move this at all. Caller said he told them he was paralyzed in that arm when they tried to do the AIT. Caller said they pulled him aside and they did a complete patdown. Caller said he had his arm on a sling and TSA swabbed it for explosives. Caller said they touched his genitals with the back of their hands and also his backside. Caller said they put their fingers inside his waist band. Caller said after the sling was swabbed and they put this swab in a device. Caller ask if there was an easier way for him to be screened. Caller said her husband has a difficult time getting his belt back on and he has to drop his pants to his knees to get his belt back on. Caller said her husband really does not want anyone to assist him with his belt. Caller wanted this recorded but does not want to complain about b)(6) TSOs, it is more of a complaint about the procedures used. Caller said her husbands arm is atrophied and he cannot move it without lifting it with his other arm. Caller wanted to suggest that TSA address the issue of screening a person with the disability of a paralyzed arm. Caller would like to see TSA develop another screening method that would allow the person to retain their dignity by being able to help themselves.

6/26/2013 3:30:32 PM

I explained to the caller that the patdown is done if someone cannot undergo the AIT. I told her the AIT is the preferred method of screening and if that can t be done, they have to do the patdown. I told the caller I will forward her information about the AIT and information that has the patdown procedures. I told her he can request a private room, but TSA would not want her husband to drop his pants. I provided her the information for filing a disability related complaint.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

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

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

I told her about TSA Cares and how it works Travelers may call TSA Cares toll free at 1-855-787-2227 I told her to call 72 hours before a flight.

I told her she can ask for a Passenger Support Specialist

Disability Description: Call was received on the Normal-General line and converted.

Caller has disabilities and she will need help for her return flight that is two months out.

She has diabetes and a cerebral spinal fluid leak that causes her to get dizzy and faint. She has CRPS: Chronic Regional Pain Syndrome which as a Post-traumatic disorder of her knees down due to trauma. She has constant pain in her knees ankles and feet.

Response Details: I advised caller that she should recontact the TCC with her request for assistance at least 72 hours in advance. The amount of time she was providing between now and her September flight was more than necessary and I could not escalate the issue so far in advance.

1. Does she need a TSA card now?

I advised caller that the TSA card was not necessary to request assistance. She should call the TCC better than 72 hours in advance of the flight to make arrangements.

6/26/2013 10:24:35 PM

2. Can I advise caller about getting a scooter in Berkley?

I cannot help her with the second request.

I advised caller that she would have to provide her disability-related grievance in writing and asked her if she was alright with it. She advised that she would do so. I obtained her e-mail address and sent her the information on how to do this.

Caller also advised that the flight was a disaster because they paid extra money for a special seat and it was broken. This caused her problems afterward. This was an American flight (177) on June 11th.

I advised caller that I could not assist her with this part of the complaint, but provided the ACPD contact number and sent the same to her via e-mail.

Incident Details: She lives in Brooklyn. She is now in Berkley. She had problems clearing screening at JFK. She has mobility issues and has problems taking her shoes off. She was in a wheelchair. She was given trouble regarding her shoes. Because of this, caller wants help getting through the checkpoint.

Caller advised that this problem occurred on June 11th at 1800 hrs at JFK, Gate 47.

Caller called ahead to get a wheelchair and her friend went right through. Caller wanted to opt out of the AIT because she does not believe what she is told about the equipment. She got an argument about her flip-flops. She was required to go through the AIT and had to stand on one leg at a time while her flip flops were examined. They were friendly, but disregarded her needs. She was required to undergo screening like any other passenger.

Hello,

I travel frequently, and usually have to go through the abhorrent AIT machines (don't worry—this isn't a complaint letter, I just can't refer to those machines without using a nasty adjective). Lately, when I get through the machine, the TSA agent swipes or pats down my right knee. This happens probably 75% of the time.

6/27/2013 8:27:38 AM

Obviously, the machine is picking up something. I've never had any knee surgery and have no artificial body parts. Do you know what could be causing the machine to tell people to touch my knee? I'd rather not have to be touched, and I'm sure the same goes for those touching me.

Any ideas?

Thanks,
(b)(

Caller is trying to reach someone in traveler ombudsman and Traveler Engagement, Office of Civil Rights and Liberties. She says an officer done something unusual and she wants to know if this is considered discrimination or violation of her civil rights and liberties. Caller wants to speak with the Ombudsman.
Advised caller:
I attempted to find out if the incident was an alleged act of discrimination. We have a multicultural branch here that handles Civil Rights and Liberties.

CALL TRANSFERRED TO MB AGENT (b)(6)

6/27/2013 11:36:36 AM

Caller states she is an experienced traveler, never has anyone asked to check her hair for any reason. Is this action normal to receive secondary screening in the form of a patdown on the hair?
Caller Advised:
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.

Caller did not wish to pursue a civil rights or liberties complaint.

Caller tried the website but found it confusing. He has a complaint against a rude screener at LAX last Thursday 6-20-13 at 6:20 AM.
He was at LAX at Terrace 3 Checkpoint Isle 6. They were preparing to board an Allegiant Flight to Montana.
The head guy was Campos. He stated that Officer (b)(6) was nice.
The screener was a tall man with an accent that sounded Russian. Officer (b)(6) knows the rude TSO.
His wife has some physical problems and she did not want to go through the AIT. She needed to get her patdown and go on to the bathroom.
The TSO was rude to his wife because she opted out of the AIT machine. He was even ruder when she said she needed to go to the bathroom.
He stated the Officer just smirked at them. He was making her wait on purpose.
His wifes name is : (b)(6)

6/27/2013 1:53:11 PM

He (Caller) said he waved at a female Officer he could see there at the checkpoint.
The Female Officer came over and said: I didn t even know someone needed a patdown. She conducted the patdown for his wife and they went on.

Told him I am sorry his wife had an unpleasant experience.

I will send his complaint to the Customer Support Manager.

He asked if he will receive feedback.

Told him not necessarily. I will send his contact information in case they need it.
I will say we do take complaints seriously.
Caller s husband has had a knee replacement. She called recently and spoke to someone whom gave her the information about what to expect during screening regarding his implants. She wants to report that the screeners were told at two different airports that he had a knee replacement, but that they checked the wrong knee both times despite his indicating the knee with the replacement. Caller advised that he went through the AIT at both locations.

I advised that the AIT is not looking for metal and wouldn t have alarmed with his knee replacement. Did it alarm when he went through the metal detector?
Caller advised that she did not know, and her husband was at work at this time and wasn t available to provide details. She advised further that she thought about calling the news, but decided to call TSA instead.

6/27/2013 5:37:39 PM

I advised that I would take the flight information and forward the issue to the CSMs at the two airports for appropriate action. She could not provide descriptions of the screeners as the issue was relayed to her by her husband.

Caller provided:

1. SEA-TAC, June 21st, around 0545 hrs., Flt 221, Southwest Airlines - checkpoint nearest the Southwest gates.
2. Orange County, June 26th, about 1410 hrs, Flt 192, Southwest Airlines - checkpoint at the main Southwest gates.

Caller asked how to recontact me to provide the missing information. I provided the EID in case she recontacts TCC.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/28/2013 11:02:17 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

6/28/2013 12:05:45 PM

Comment : After opting out of the large screener, i was waiting for a male assist to perform a patdown. In the interim, the scanner went into calibration. I watched 10 or 15 passengers pass through the metal detector next to the scanner, but when I asked if I could go the same route and be on my way, I was told that because I had already opted out of the scanner, I had to wait for the patdown, and was ineligible to pass the way all the other passengers were going. I waited for a few minutes, asked again, and was denied again, all while other passengers were passing me through the alternate detector. This delay was in my opinion unnecessary and prejudicial. I stated I didn't want to use the large scanner, and was held up, while people who said nothing got exactly what I wanted, in front of me, while I was made to wait. This was unfair, frustrating, and caused delay and extra hassle not just for me, but for the already busy agents at security. This policy appears to be faulty, and should be revised. Should someone opt out of the scanner, does it not make sense that they use the same alternate method deemed acceptable for passengers whose only difference is that they did not voice a preference?
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 has a complaint about the screening process in DEN. The caller is wearing a white linen shirt that she can see through and they still had to do a patdown and she stated that her arms and back were the parts that were patted down and were scrapped and it was not actually a patdown because then she would have been patted. They stated that because the clothing was bulky. She said that no one would admit that they were wrong to give her patdown. She was upset that no one would admit that the machines were set to sensitive and it is wrong that she has to have a patdown. She stated that it was not random but she was still singled out though they told her why. She wanted an admittance that this TSA policy is wrong.

6/28/2013 4:47:17 PM

Advised caller:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

I explained that if there was an alarm they would have to do a patdown regardless of the material that her shirt was made out of. She hung up before I was able to offer to send her complaint to the CSM or offer her any other information. She did not have complaints about rude screener simply about the fact that he had a pat down.

Caller stated that he was going to TPA July 9, and am 84 years old. Sometimes he has to leave his shoes on other times not.

6/29/2013 9:26:36 AM

Advised 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.

Disability Description: 84 and uses a cane

Information Request: Flight leaves 07.08 and wants to know if he has to remove shoes and jacket.

Did not want information sent via email

6/29/2013 12:12:56 PM

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

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.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear.

Feedback Type : Compliment
Categories : Advanced Imaging Technology Current Date/Time : 6/30/2013 12:10:04 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 06/29/2013 4:30 PM Airline & Flight Number : Alaska 239 Checkpoint/Area of Airport : Alaska concours TSA Employee: (If Known) : Supervisor at above check point at 4:30pm Comment : I had an experience during the above referenced trip that needs reporting.

When I approached the screening area to pass through the TSA checkpoint I prepared as always and followed all the rules of the TSA checkpoints, Shoes, belts off, and pockets empty. I stepped into the scanner as instructed and held my wallet above my head as I have done numurous times in the past including just a few days prior in Seattle. At that point the TSA agent said to me. "You cannot hold you wallet, it must go through the belt." What!? I explained that I have never been asked to do that before and that I have always held it. He refused, telling me that wasn't how it was done and it had to go through the belt. Again, what!? That was not the policy at other airports.

As you can imagine was primary concerning loosing control of my wallet by itself on the belt. As you are well aware this is where thefts often occur.

After I passed through and was able to retrieve my wallet I asked to speak with a supervisor. I explained that this was not the policy at other airports in particular Seattle just couple of days before. She stated she didn't know what they did in Seattle. What? Policy and procedures are different for each airport??

6/30/2013 1:05:56 PM

Where is the consistency? It is that lack of consistency that frustrates passengers and leads to delays. To have one policy at one airport and a different policy at another airport is a recipe for predictable trouble, confused passengers and delays.

As frustrating as that was, dealing with the TSA supervisor at the check point was far more frustrating. It was clear even before I spoke with her that she was not interested in speaking with a passenger. Her body language made it clear that she was not in the mood. As I was telling her my concerns about the lack of consistency for travelers she, and I'm not kidding, literarily rolled her eyes while I was talking to her. She then said. "Okay sir", turned her back on me and walked away.

Is it at all surprising that travelers feel that they are treated like cattle by arrogant TSA workers?

I have seen great TSA agents but when an incident like this occurs it rapidly erodes any sense of respect or desire to show respect to TSA agents.

Sincerely,
(b)(6)
Bellevue, WA
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

6/30/2013 4:56:55 PM

The caller asked about the AIT. She went through the scanner at her departing airport without any questions. She stated that on the return flight she was asked if she had hair extensions. She asked what the scanner reveils. She asked why she was not subjected to this on the departing flight. She stated that this was embarrassing. She did not want the people she was flying with to know she had them. She asked if this was harassment. She stated that she patted down her head. She stated that she will just call the airport directly.

The AIT identifies anything foreign objects on her body. I explained that bobby pins will do the samething, from personal experience. I explained that a pat down procedure is use to resolve any alarms of the WTMD or anomalies identified by the AIT. I explained that I am not sure which technology was used on the departure flight.

Caller flew DCA-MCO yesterday aboard JetBlue #823 which departed at 2:40PM. Caller has metal implants and was subjected to secondary screening, which including a thorough pat-down, pat-down of her head. and ETD sampling on by two different agents at separate times. This occurred at approximately 1:30 PM at Terminal A. Caller does not remember specific gate number but advises it is the first to the left upon entering Terminal A. Caller stated the female agent patted down inside her shirt and blouse and did not offer her a private screening. Caller is unhappy with the manner in which her patdown was conducted and wants to make a complaint.

Resolution:

7/1/2013 8:56:10 AM

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. 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. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Caller works for the Department of Defense and he has not been selected for TSA PreCheck. Every time he goes and shows the government ID he has a problem. Caller has a government ID with a chip in it. Caller has been patdown three times. He was randomly pulled aside one time. He was pulled aside in MIA to NY because his pants had little buckles on the side. Caller wife had stroke and they had to inspect her wheelchair.

7/1/2013 12:38:00 PM

Advised Caller:

Government employees are not automatically eligible for expedited screening. You can pursue TSA PreCheck eligibility through a Customs and Border Protection (CBP) Trusted Traveler program. An added benefit of participating through a CBP Trusted Traveler program is the traveler will receive expedited screening when flying on all participating airlines. For more information, including planned and participating airports and security lanes. Any alarms by the WTDM and anomalies detected by the AIT are resolved by a patdown. Wands are not used. Everyone has to be screened. Expedited screening may allow you to no longer remove certain items such as their shoes, light outerwear, belt, and laptops from carry-on bags and 3-1-1 bag. You may also participate in TSA PreCheck through a FF program and opting in. The wheelchair will be inspected including any non removable pouches will be submitted for x-ray screening.

7/1/2013 4:38:17 PM

Caller stated that she was at Midway and just went through the TSA checkpoint. Caller stated that what she arrived at the checkpoint she told the TSO that she wanted to opt out of the AIT because she was 25 weeks pregnant. Callers stated that once she did the agent had her wait to do the additional screening for about 5 minutes or so. Caller stated that she saw the TSA agent over making fun of her to another co-worker saying things like shes not tsa, shes just pregnant. Caller said that the TSA agent is named (b)(6), she wasn t able to see her last name. When she came over to give her the additional screening she was being rough and felt that she was slamming her hands against her crotch. Caller stated that she travels frequently and has never been treated like this when opting out of the AIT and wanted to have her complaint sent up so someone would speak with her.

Advised caller:
I apologized that this has happened. I look her complaint and I would send it on to a CSM at the airport. If she wishes to inform the CSM as well, she can contact them. For a CSM call us back and select option 5 and enter the 3 digit airport code

7/1/2013 9:16:57 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 7 1 2013 8:25:09 PM
Airport : SAN - San Diego Intl-Lindbergh Field Date Time of Travel : 07 01 2013 5:00 PM Airline Flight Number : Alaskan 577Q Checkpoint Area of Airport : Gate 17 TSA Employee: (If Known) :
Comment : I have been a frequent flyer ever since the new AIT screening has started and have always opted out of it (appx 45+ flights) until today. I unfortunately went into a lane that was using AIT instead of the one that was only using a standard x-ray machine. I requested from the TSA employee to opt out of the AIT and he told me it would be over 20 minutes to get somebody to do it. When I asked him if I could just move over to the lane right next to the one I was in for the x-ray he told me it was too late and I had to go through the AIT. I then asked if it would really take over 20 minutes to get a pat down and he said yes. When questioned why the wait was so long (I have never spent more than 5-6 minutes waiting in any other airport) he said it was because there was no available agents (even though there were quite a few in the area) in the area that could do it. Due to delays at the rental car company I couldn t wait over 20 minutes and finally broke down for the AIT scanner. In front of me was a woman who had a cat with her and he allowed her to go through the x-ray with the cat and within 10 seconds there was a screener there for her. How could this have happened if it was supposed to take over 20 minutes for me? I have never agreed with the new AIT screening measures due to insufficient data backing up their effectiveness nor that it is truly 100% safe or private. We as fliers already go through ridiculous precautions that in my and many others are just for show, but if that s what it takes then that s fine. What I m not fine with is being told we can opt out of these screenings since the AIT is voluntary, but then told we have to wait an extremely long amount of time. The airport was not even crowded at the time to pass through security was only 10-15 minutes...faster than what it would have taken me to get a pat down.
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 says he had an incident at JFK on June 5. He was trying to find out the result of his incident. The manager he spoke to that day gave him a number to reach her at. He called her for 3 weeks and finally reached her a couple of days ago. She told him he needed to file a complaint. He says that no one mentioned this to him and he done his diligence at the airport. He says that the incident was disappointing and disgusting. He wants to know if he needs to take further legal action.

7/2/2013 9:18:42 AM

He was going through security and was in line for the AIT. There was an elderly woman, who didn t speak English, holding up the line. The female officer at the AIT machine was mouthing and making eyes to the black man behind him. This individual then went over to the WTMD and went through it. Caller says that he asked if he could go over too. The officer told him no that he was the wrong color. He asked her again and she told him the same thing. He asked for a manager who completely blew this off. He says that he spoke with another manager who asked the male officer at the WTMD about the incident. He confirmed what the female officer had said. The manager gave him her number to follow up. He says that the female officer came to the gate and was talking about the fact that the black male who got to go through the WTMD was her cousin. He says he is a white male. He says that race should not come into play with him going through security and what methods of screening he is able to use. He travels a couple of times per month.

Caller asked for any associated ID numbers.

Advised caller:
Advised caller when there is an accusation of discrimination of race, regulations require the complaint be put in writing to be considered formal. Advised caller that I would e-mail him the instructions on how to file a formal complaint.

Provided caller with my employee ID number and EID (b)(6)

Caller wants to file a complaint. Caller said her sister looks like a boy and has a male name. Callers sisters name is (b)(6) Caller said a TSO kept insisting that he needed to do a patdown of her sisters chest. Caller said her sister is 16 and was trying to explain that she is a female, but she never told the officer. Caller said this happened at the North gate, this TSO was operating the AIT at Detroit Metro. Caller did not witness this, but was told this by sister. Caller said her sister did have a patdown by a male officer. Caller said the TSO laughed at her sister. Callers sister was flying from Detroit to Phoenix on US Airway. Caller said her sister feels discriminated against because of this incident.

I placed the caller on hold to check with MB and caller hungup.
I called back at 8:15 am.
I gave the caller the below information. I told her I will email her information about how to file a complaint. I told her that the complaint needs to be filed by her sister or someone authorized to file the complaint for her.
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:

7/3/2013 8:00:47 AM

- 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 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 20598Thank you.

The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being choosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

TSA Precheck allows select frequent flyers of participating airlines and members of U.S. Custom and boarder Protections Trusted Traveler Programs who are flying on participating airlines, to receive expedited screening benefits during domestic travels. Eligible participates use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. I explained that if he cannot or chooses not to be screened by the AIT, he would be screened using a patdown instead. He cannot choose the WTMD over the AIT or the patdown.

7/3/2013 1:24:05 PM

CBP trusted traveler program participants, should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.

TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or includes their CBP trusted traveler program ID when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates.

TSA,

I was forced to use the AIT radiation scanner. The rude officer said my two options were to go through or go through and get a pat down. Invasion of privacy much. I'm highly disappointed. Ridiculous. Thank you for increasing America's cancer rate.

http://null/contact-us

7/3/2013 6:05:31 PM

This message was sent by (b)(6) Please note that AddThis does not verify email addresses.

To stop receiving any emails from AddThis, please visit: http://www.addthis.com/privacy/email-opt-out?e=tl7ryv60_PbR7d76y9ra98v8zdnb8cy32PbJ

7/3/2013 8:10:15 PM

The caller said his 17 year old daughter was molested at the checkpoint in PHX. I asked the caller what exactly occurred. The caller stated his daughter did not want to go through the AIT and have TSA look at naked pictures of her body. The caller said the officer took her to a private room and gave her daughter a pat-down.

I asked the caller which airport the incident occurred at he stated he said he did not know if the incident occurred at PHX International or Mesa Gateway. I indicated to the caller if a passenger opt s out of a the AIT the passenger would have to under-go a pat-down. The caller became extremely upset and used profanity throughout the call. I told the caller to stop using profanity or I would disconnect the call. The caller became more upset and stated his daughter does not have to go through screening. I told the caller if his daughter refuses a pat-down she would not be permitted to fly. The caller told me to forget about the issue that he was going to help his daughter on his own. The caller then hung up the phone.

7/3/2013 10:32:54 PM

Feedback Type : Security Issue
Categories : Missing or Damaged Items; Advanced Imaging Technology Current Date/Time : 7/2/2013 11:45:06 PM Airport : MDW - Chicago Midway Date/Time of Travel : July 2nd, 2013 3:30pm Airline & Flight Number : southwest 642
Checkpoint/Area of Airport : curbside check-in TSA Employee: (If Known) :
Comment : Flew from Midway to Las Vegas, Nevada. Upon my arrival when I picked up my bags from the carousel one of my bags was tampered with. The zipper lock was gone and my zipper was broken. My suitcase was opened slightly! I immediately opened my suitcase and found I was missing a manilla envelope I had packed with my clothes, containing $10,000 cash! I went to the Southwest Airlines office and filled out a report! After completing the report the instructed me contact you and file this report! I am asking you to please conduct a thorough investigation regarding this matter! Thank you very much!
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

7/3/2013 10:41:10 PM

Caller stated the TSA at CLT are rude and unprofessional. They treated his bags like a bunch of theives. He had liquor that was made to be taken out of carryon and placed in checked. He thinks whomever invented the AIT is sorry person because his young son had to be patdown because the AIT detected his deodorant. He is extremely unhappy with the poor quality of service at CLT. He had a NOI but nothing is missing as of yet.

CLT
US Air
Flight: 2642
July 3, 2013 at 5pm
Baggage Tag (b)(6)
Description: Red, carryon size
NOI: nothing written or stamped
Terminal and Gate: NA

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.

Caller filed a complaint about the behavior of a TSA employee several months ago. He said that he filled out the form and wrote a letter further explaining the situation. He emailed and faxed the form. He said that it has been 4 or 5 months and he has not heard anything. He said that it is shocking to him that he has not heard from TSA. Caller wanted to know what the next step is. He wants someone from TSA to contact him about his case.

I advised the caller that I do not have any information on his case. I told him that I would forward his record to the appropriate office.

The previous EID is (b)(6)
The previous record is below:
Caller stated:
He has two cases that he would like to report and wanted to know the hours of operation for the TCC. Caller stated that he flew into Washington DC from Rome and then onto Seattle where he lives. Caller stated that he flew with United Airlines from Washington DCA to Seattle. Caller stated that when he arrived in Seattle his suitcase was not there and he was told that it was delayed by TSA. Caller stated that when it arrived to him the suitcase was damaged along with some items inside. Caller stated that there were some bottles of oil that had not been reclosed properly and leaked all over his luggage destroying everything inside. Caller stated that he had a NOI inside of his luggage.

7/5/2013 2:26:47 PM

Complaint 2
Caller stated that he lives in Seattle and works for the FAA. Caller stated that he was in Santa Barbara CA for work. Caller stated that he does not go through the AIT since he travels so often. Caller stated that he requests a pat down very often when he travels because he doesn t like the AIT machines. Caller stated that the pat down was conducted normally until the ETD testing was completed. Caller stated that something set the ETD off and the officers told him that they would have to take him to another room to do the test again. Caller stated that the second test came out fine and then when he started to leave the officers told him that they had to search his luggage again. Caller stated that he thinks they went above and beyond what the search should have been. Caller thinks that they done this because of his nationality. Caller stated that he asked the supervisor for his name and badge number and he refused to give it. Caller believes that the officers done this to discourage him from requesting a pat down in the future since it causes more work for them.

Advised caller:
Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. TSA monitors the number and nature of complaints received 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.

Advised caller that to file a formal complaint for discrimination it would have to be done in writing and he would be sent an RFI with the instructions to do so.

7/7/2013 5:21:21 PM

Caller traveled from El Paso. Caller complains that he does not have to take off his belt at other airports but does there. He said that he does not have to take it off at DFW. He claims that his belt does not trigger the alarm on a metal detector nor on the AIT, but after screening there he was surrounded by TSOs and forced to take off his belt. He wants to know proper steps to take in this situation and claims that making him take off a belt is a step towards taking away his right to vote. He says that he was screened by a short lady with short hair and 2 supervisors working now. He states that he went through 5 minutes ago and says the supervisor is named (b)(6)

Advised caller:
The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Disability Description: The caller indicated that her nephew has a cochlear implant.

Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

I advised that her sister would have had to obtain a gate pass in order to escort her son through the checkpoint and to the gate.

Incident Details: The caller indicated that her nephew traveling on 7 7 13 from DFW on American Airlines flight 1472 departing at 11:30am Terminal C. She indicated that they were at the checkpoint for Gates 17-19 between 9:45am-10am. Her nephew was traveling to ATL with a group for a camp. The caller explained that her nephew cannot be subjected to the AIT or WTMD due to the cochlear implant. The caller first asked if he could be hand wanded rather than to use any of the technologies.

The caller went on to explain that the mother requested that her son be screened via the hand wand and pat down. The caller indicated that the five TSOs laughed at her and her son at this time. She doesn t have name or a description of the TSOs.

The caller stated that the TSO kept telling her sister to stay behind the red line. The callers sister did not have a gate pass to escort her son through the checkpoint and to the boarding gate.

7/8/2013 8:03:01 AM

The caller indicated that they do not want this to happen to someone one. The caller indicated that her sister did feel sort of that her son had been discriminated against.

I advised the following

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?

I offered to provide information on how to file the complaint in writing which the caller first declined. The caller was very indecisive as to how she wanted to proceed. She at first didn t want to submit a written complaint, however she wants this to be addressed so that it doesn t happen to someone else and does feel that her nephew was discriminated against, in a sense. She seems primarily upset though in regard to the fact that her nephew and sister were laughed at, and that her sister was very upset. I emailed the RFI to the caller in the event that she wanted to submit a written complaint in the future. I advised that I would also refer the information to the CSM at DFW to address the issue. I apologized and explained that I had documented the information to the caller. 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 her sister or nephew can always request the assistance of a PSS at the checkpoint to assist them through the checkpoint.

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.

Feedback Type : Compliment
Categories : Other; Advanced Imaging Technology Current Date/Time : 7/8/2013 6:28:01 PM Airport : EWR - Newark International Date/Time of Travel : 07/08/2013 6:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Passing through the full body xray I was told I needed to put my wallet through xray. This is not consistent with my experience at other airports nor does it make sense given the Tsa has a reputation for stealing items from passengers going through xray at this exact airport. When informing agents this was not my experience at other airports they simply said well that's how it works here. That is unacceptable especially for a frequent traveler who only had this issue here.

7/8/2013 8:20:55 PM

Please clarify the actual policy and if it is not to do a manual check on wallets I would say you must reconsider this in light of Tsa theft
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 : Professionalism; Advanced Imaging Technology Current Date/Time : 7/9/2013 10:30:06 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/9/2013 12:30:42 PM

Comment : You are the American Taliban. I would rather live with the risk of bombs than live in a country where you people are given any authority at all. You are a joke; unprofessional, abusive, and capricious. As far as I can tell, the TSA is only good for employing people who would otherwise be unemployable. So, congratulations on becoming our highest-profile government welfare program.
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

Dear Sir or Madam,

After being a frequent air traveler for more than a decade, I have developed a tremendous level of respect and admiration for the work that the men and women of the TSA do. I genuinely appreciate the hard work that your organization performs to enable us to travel in relative safety.

However, over the past few weeks I have really started to notice an adverse physical effect whenever I pass through a Provision ATD scanner. The effect generally wears off after about 15 minutes, but it is still quite disconcerting that there is any noticeable effect at all. I do not experience this effect when I pass through one of the old style scanners. Clearly, I cannot prove that this effect is real, but I am neither a hypochondriac nor a person who is in the habit of complaining.

7/9/2013 6:04:41 PM

My concerns were further compounded today, when walking through Boston Logan airport's terminal C. As I approached the Provision ATD scanner, I noticed an old style scanner right next to it. Without exception, all airport employees walked through the old style scanner, while members of the public all went through the ATD scanner. When I asked the TSA representative if I could use the old style scanner instead, I was told no, and that my choices were either to wait for a pat down, or us the Provision ATD scanner. I initially opted for the pat down, but with a wait of more than 15 minutes, I reluctantly relented and walked through the Provision ATD scanner (predictably experiencing the negative physical effects immediately afterwards).

While I do understand that it can take time to free up an employee to perform a pat down, I cannot understand why there is a different scanner type used for employees and the general public. Please can you explain this discrepancy to me? The only conclusion I am able to draw at this point is that the employees are aware of the negative physical effects of the Provision ATD scanner. If this is the case, then surely a member of the public should be able to choose the old style scanner as an option.

Yours faithfully

(b)(6)

Caller is very upset about the way TSA does the screening. He is upset that the screening he has to go through to fly violates his personal area and he should not have to make a choice to show his private parts and he has to go through radiation. He doesnt feel that young children and individuals of all ages have to go through a pat down and get their private parts touched.
Caller went on and on about the way he hates TSA and his tax dollars are not getting put to useful things.

CCR informed him:
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. We believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

7/10/2013 1:23:51 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.
Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

The screening devices give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats without showing any personal areas of an individuals body.

With the radiation factor, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Since he does have policy issue, CCR advised him that he can write his concerns to HQ to get the proper assistance.

Thank you for your response to my suggestion. Here is the relevant part of your response:

"Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. 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 only if they can walk through on their own."

My wife can walk through metal detectors on her own, but she needs a simple cane for balance. We take a metallic quad cane which goes through the screening device used for shoes, backpacks, etc so she can't use that. If TSA had a standby simple wooden cane available to temporarily lend her for balance, she could walk through the metal detector on her own. In my experience, no such cane has been available or offered to her. Having one would save lots of time for everyone by avoiding a patdown. Once through, her shoes could be taken off and run through the same screening device used for her metallic cane.

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

7/10/2013 6:36:57 PM

Date: Tue, 09 Jul 2013 13:20:08 -0700
To: TSA-ContactCenter@dhs.gov
From: (b)(6)
Subject: time-saving suggestion re people in wheelchairs

Due to a stroke, my wife is unable to walk through the TSA security gate without her shoes on and perhaps an outstretched hand on either side of the gate (or better yet a standby wooden cane) for balance . As a result, she sits in a wheelchair for ten to twenty minutes while a TSA woman checks her out for explosives, etc. This has happened on our last eight to ten airplane trips. She does need a wheelchair to get to the departure gate because of the long walking distance.

I don't understand why she can't walk through the gate with her shoes on and a little help for balance, sit back down in the wheelchair, take off her shoes and run them through the security check just like all other shoes. That would save lots of time.

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

Caller is wanting information on the Precheck screening and if it will give her a pass through screening to where she will not have to wait 30-45 min everytime for a same gender officer to give a patdown.

7/11/2013 8:50:20 AM

CCR informed her:
There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.
She can write her suggestions about adding more patdown screeners to HQ if she would like to.
If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit http: www.globalentry.gov . There will be a online application, face to face interview and a fee that can be clarified on that website.
Caller wanted to know why he s forced to go through he AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it s not fair. He s currently at Charleston and he experienced it at JFK on his flight down there as well.

7/11/2013 10:10:15 AM

I apologized and advised him:

I cannot tell him why he s not being permitted through the WTMD. I attempted to tell him of other screening lanes for specific passengers and advise him maybe that s what he s noticing but he interrupted me and wouldn t let me finish. He asked why he was being subject to the AIT. I told him I don t have that information but the AIT is optional and he will be subject to a pat down. If he feels discriminated against I can take his complaint and forward to the appropriate office for review but I would need his contact information and a basis for discrimination and more specific details from his complaint. He refused to provide me the information and said he just wanted to make a complaint.

Caller says one officer handed him a piece of paper that contained a link to file a claim, this link doesn t exist. He wants to see if he can leave a complaint over the phone.
Caller opted out of AIT this morning. He informed the agents he was opting out and his luggage was being handled and moved by TSA and other passengers. When he was reunited with his bags (b)(6) was very belligerent and condescending. He started getting verbally confrontational about it and saying he didn t need to have full view of his bags.
In conclusion, when he completed the patdown (b)(6) deliberately came up to him and giving him a hard time.
He shouldn t have to be treated like trash for opting out of the AIT.

Flight Details:
Airline: American
Airport: Ronald Reagan
7/12/2013 8:24:17 AM Flight Number: 1465
Date and Time: Today at 7AM to 7:20AM
Baggage: N A
NOI: N A
Location: American Terminal, Gate 32
Email (b)(6)

Caller Advised:
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. 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.

Disability Description: Caller has cancer and is a rape victim.

Response Details: 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.

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.

If you do opt out of the screening a patdown will be used for the screening. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude. The AIT uses a very low dose of radiation.

7/15/2013 11:56:10 AM We will be sending you an email so you may file an official complaint.

Sent Email.

Incident Details: The Civil Rights Division transferred the caller. Caller stated he called the TCC twice and two people were rude to him and directed him to go back through the IVR.

Caller wanted to file a complaint about screening at the FLL and ATL. Caller entered the airport and is a cancer patient and rape victim. When he entered the airport at the TSA Screening checkpoint, he approached the TSO. Caller made the request to opt-out of the AIT and the TSO said, if you aint going through those scanners boy you are gonna get touched. Caller was shocked and he did not want to go through the scanner. He was very upset had a panic attack.

The TSO who issued the patdown was very kind and courteous. Caller stated none of the other officers would provide him with their names, All the officers laughed at him and said they were not x-ray machines and he would not get cancer. The officers laughed at him when he said he was a rape victim. Caller read in the media that the screening technology was 10 times and powerful as a doctors x-ray. Caller stated the Supervisor TSO was laughing and chuckling under his breath, as he informed the caller about the private rooms.

Caller had to wait 2 or 3 more hours to catch another flight. Caller does not want to fly again. In ATL there is a different screening area and he went to the medical lane. He was told TSA screening would take 10 minutes and it took 30. When loading the electronics, he put two laptops in one bin and he was told to put all items in a separate bin. Caller was offended when he asked for more bins and the officer ignored him. He asked for an opt out and they laughed at him again. Caller stated he was a cancer patient and rape victim. He stated he had a similar experience at ATL as with FLL. Caller stated the officer stuck his hands down his pants and tried to put his fingers in his pants. Caller stated he had to see his psychiatrist because the experience was traumatizing.

Caller just went through JFK to fly to Ireland. She asked the people at the Delta counter if she could take her yogurt with her on the plane. They told her yes. When she got to the checkpoint, she went through the AIT and the officer told her that she would have to go back to the regular part of the airport and eat the yogurt or throw it away. She left the checkpoint and at the yogurt. She went back to the security checkpoint and went through again. This time the officer said she had multiple abnormalities around her knee. They thought she had something strapped to her knee. They done another patdown. She says that she had a short skirt on and her knees were visible. She says that there was 5 or 6 agents around her during the patdown. She says she asked for a manager 15 times. She says that a manager came over and tried to diffuse the situation. She says that the manager asked what was going on. The agents explained that she had an anomaly around her knee and had already had a patdown. The manager advised them to put her through the AIT again. She went back through the AIT and the anomaly showed again. She pulled her skirt up a little and the male officer at the AIT told her that everyone didn t need to see this. She says that he was heckling her. She says that the manager asked her if she had a knee replacement, which she said no to. The manager said to let her go one because they could see that nothing was on her knee. Caller says that that she told him she was going to complain on them. The male agent, whom she said had been heckling her, gave the impression that he didn t care because it didn t matter. She says that his name is Officer (b)(6) (spelling not provided). She says that they told her that if she was going to complain they were going to complain. At that point a man in a suit with a walkie talkie took her passport and boarding pass. He made a copy of these documents. She asked what was going to be done with this and was told that it was going in a file. Caller says that she is concerned because of identity theft. He individual in the suit is (b)(6) He told her that he was going to have someone waiting at her gate to throw her out of the airport. She wants reassurance that nothing is going to happen at the gate and she will get on her flight. She wants someone to contact her when she returns from Ireland on July 22. She wants to know what will happen with this. She wants to know how to follow up. Her flight is at 7:30 p.m. She states she was heckled, harrassed, and this was inappropriate. She is most concerned with the male officer (b)(6) and the comment he made when she lifted her skirt slightly and (b)(6) She is also upset because there was so many agents around for her patdown. Caller did get very upset, began screaming, and threatened with lawyers.

7/15/2013 4:26:42 PM

Airport: JFK
Airline: Delta
Flight Number: DL199
Terminal Gate: B26
Date and Time: 07 15 13 4:00 p.m.

Advised caller:
Advised caller that I cannot help that the airline told her she could take the yogurt. Yogurt does have to be 3.4 ounces or less.

I did have to advise caller that I did not do this to her and am here to help her, so she should not scream at me or threaten me.

I will forward a copy of this information to the CSM to make them aware of this situation. Advised caller that the CSM is over all of TSA at that airport, so they are the boss of the agents on the floor. Advised caller that I would send this to them for their review. How they handle the situation is at their discretion.

Advised caller that this is not something that is going to be resolved before her flight. I will send it over, but I cannot ensure the CSM is going to review this before her flight. I cannot speak on their behalf and cannot tell her what they will do for the situation.

Advised caller that I don t know if (b)(6) s a TSA employee or not. If he is not, maybe the CSM can get her complaint about him in the right location.

Advised caller that if she doesn t hear anything and needs to follow up, she can call this number back, select option 5, enter airport code JFK and it will provide her with the number for the CSM.

7/16/2013 7:04:11 PM

Caller and his wife traveled Saturday from Oakland and went through TSA screening. They put their bags through, his wife took off her ring and watch, and they put them through the x ray machine. They were signaled to go through secondary screening. Her ring was gone when they retrieved the carry on. Her watch was not there either.
Caller also asked me why he was selected for secondary screening

Flight Details:
Airport: Oakland
Airline: Southwest
Flight: 1540
Date and Time: July 13th between 11am and 12pm
Terminal 1
Baggage Tag: N A, the bag was grey, a small woman s purse with small chrome spikes inside of a white bin
NOI: N A
Email Address: (b)(6)

Caller Advised:
I will forward the information to the Customer Support Manager for review and also send him claim forms to evaluate this for reimbursement
There are many factors to consider. 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.

7/17/2013 8:03:02 AM

Caller flew from MCO to JFK on July 17 07:30am. Caller stated her husband went through the AIT and her husband had his cell phone and ear piece and he put his cell phone in the bin and then her husband phone was stolen. Caller stated she went to the lost and found at JFK to find his cell phone. Caller stated the police officer at the airport told her they have been someone stealing cell phone at Orlando Airport. Caller stated the police officer called her and said that a passenger was stealing cell phones. Caller wants to be reimbursed for the missing cell phone.

Advised caller I would send claim forms via email address.

Caller stated that he went through the checkpoint in LAX and it is a constant issue when he gets told to shut up and move on through screening. He is a diabetic and wears an insulin pump. The officer would not let him explain his medical condition and he feels that they are not trained enough to make him go through the AIT when his pump will be affected by the device.

7/17/2013 1:20:01 PM

CCR informed him that his information can be forwarded electronically to the airport directly for them to be aware of the situation.

Caller stated that he would rather speak to the upper level managment at the checkpoint so he can make them understand that he could be affected serverly by the actions of the officers.

CCR advised him to go through opt 5 and type in the airport code.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 7/17/2013 8:00:31 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Frontier Airline
Terminal C

7/17/2013 9:09:54 PM

Louis Armstrong International Airport (MSY)
Gate C9
Comments:On July 8, 2013 at approximately 16:15, I was accompanying relatives through checkpoint Charlie to gate C9. As we began our screening process, I was instructed by TSO (b)(6) who was positioned as DO, to step in line to undergo screening via the AIT machine. I then informed him that I was medically unable to lift my arm up due to shoulder complications resulting from a surgery I underwent. He acknowledged my injury, asked how my healing process was going, and instructed me to proceed through the metal detector once he was in his proper position. I went through the metal detector without alarming and proceeded to gather my things. While walking to the conveyor belt, I spoke to and acknowledged a few of my co-workers, whereas STSO (b)(6) was watching and quickly walked pass me, ignoring as I spoke. As I was putting my shoes on and retrieving my purse & cell phone, STSO (b)(6) approached me by pushing my purse and cell phone out of my hand back into the bin, nastily and rudely saying "You need to go back out on the other side." I then asked, "Why? I was already screened and cleared." STSO (b)(6) then began to raise her voice saying "You need to go back on the other side to be screened." I then informed her that I was unable to lift my arm to go through the body scanner and didn't understand what the problem was. She then said "That's no excuse, you need to go back out and be patted down." Frustrated, confused and embarrassed, I walked back though checkpoint and stood outside of the gate next to the X-Ray #1. TSO (b)(6) looked at me confused and asked, "What happened?" and before I could respond STSO (b)(6) approached TSO (b)(6) and said, (b)(6) you know better, she needs a pat down." I asked "Why do I have to be patted down? I didn't refuse screening with the AIT, I CANNOT lift my arm to go through, and was cleared when I went through here [the metal detector]. That's not the proper procedure…this is ridiculous." STSO (b)(6) then rolled her eyes and walked away. TSO (b)(6) then called for a female assist, where as I had to wait over 5 minutes because by STSO (b)(6) disappearing, there were no available females on the floor and had to wait for TSO (b)(6) to be "tapped" from her AIT position to come pat me down. While waiting LTSO (b)(6) walked past and jokingly asked, "Are you up here causing trouble?" I replied "No, that's you're supervisor making me get a pat down after being cleared and telling her I couldn't lift my are to go through AIT. (b)(6) this isn't right." He acknowledged that he knew, and relieved TSO (b)(6) to come and get me. I explained to TSO (b)(6) that I didn't understand why I was embarrassed and humiliated and forced to be patted down because I could not lift my arm to go through AIT, and that I couldn't lift my arm for her to properly pat me down. She acknowledged my concern and proceeded to pat me down.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Sunday, June 23, 2013 5:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

7/17/2013 10:11:07 PM

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

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
Caller stated he has a prothestic leg and everytime he goes through the AIT machine the officers check his right leg and the prothestic is on his left leg and he thought he should let someone know so that we can make sure the officers are trained correctly.

7/18/2013 8:20:45 PM

Adivsed caller
Apologized for the inconience and would forward this on to see if we can find out what the issue is and why they are looking at the leg that is not prothestic.
Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

7/18/2013 9:35:41 PM

I advised the 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. Signs are posted in front of each AIT location advising passengers of this right.

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.
Callers daughter is 16 years old TX to FL and traveled back by herself. She was made to go through he body scanner and a full body patdown. Is this normal for screening? Caller had concerns for her daughter and the screening.

Told caller
All passengers are goning to be screened reguardless of the age. When a passenger goes through the AIT for screening and theres an alarm they will give a patdown to clear any alarm.
There could be all kinds of things that may or may not cause an alarm.

7/19/2013 9:39:06 AM

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.

Anytime they wanted to they can opt out of the AIT screening and ask for a patdown.

The patdown should have been by a female officer, the caller said it was.

Dear Madam/Sir

I am a turbaned Sikh passenger who is a frequent flyer – I also have clearance through the Pre Check GOES program

This incident happened at around 16:00 at McCarran International Airport

Time: 16:00

Date: 19 Jul 2013

7/20/2013 5:12:08 PM

Flight: Southwest 176

Checkpoint: C

I went through the AIT screening machine and Officer (b)(6) said that "my headwear had alarmed and that he would pat it down" he did not heed my reply that I was allowed a self-pat down

He then went to officer (b)(6) who came over and said that "Because my headwear had alarmed – I would have to remove it and get it checked".

I mentioned to them that I fly frequently and that my headwear always shows up as an anomaly and that it is a hand wand and wand and self pat down procedure to clear it – he refused to listen to me citing "SOP"

Caller refused to provide his name or contact number.

Was at the JNU airport and was subjected to a pat down after her opted out from the AIT machine. There was a TSO there at the checkpoint who was allowing women women to just go through the metal detector and onto their flight. When he asked her why he was subjected to the patdown she told him that she did not have to tell him and it was none of his business. He also indicated that people are not nice and unfriendly. He also stated that the TSO was biased towards women.

7/20/2013 5:24:37 PM

Advised caller:
That it is at the discretion of the TSO at the checkpoint. However if he feels he was treated differently or the TSO was biased towards women....

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.

Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(6) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

7/21/2013 9:44:16 AM

Advised Caller: 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.

7/21/2013 11:06:55 AM

Feedback Type : Security Issue
Categories : Other, Advanced Imaging Technology Current Date/Time : 7/21/2013 10:11:08 AM Airport : DSM - Des Moines International Date/Time of Travel : 07/01/2013 Airline & Flight Number : ?? SWA going to chicago Checkpoint/Area of Airport : the one on the right side about 1200 noon TSA Employee: (If Known) :
Comment : While going thru the checkpoints I noticed 2 things: 1) A husband and wife had an infant. Both were allowed to pass thru without having to go thru the bodyscan. I dont remember if they took off their footwear - I think not.
2) A senior citizen did not have to take off one of their footwear. TSA people said forget it and just go thru. I really dont think there should be any exceptions. For the family with the infant. I agree the baby shouldnt go thru, but both parents should have gone thru. If you dont think these are issues, ignore them. If notg please inform TSA workers that there are NO exceptions 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: Sunday, July 21, 2013 8:36 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6) Upton

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: (b)(6) Los Angeles CA 90034

7/22/2013 12:31:59 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? yes
Disability? no

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

Callers 84 year old mother flew on 7 9 2013 from Lexington Bluegrass to PGD. She was allowed to leave on her shoes. She flew from PGD today at 2:25 pm and was not allowed to leave her shoes on. She told the TSO that she did not have to remove her shoes and he told her that she does at PGD. She flew on Allegiant Air and she did not have any liquid or carry-on items. She stated that all she had was a purse. She has a broken hip, a rod in her hip, and breast prosthesis. She always gets a pat down. Caller said that her mother has trouble removing her shoes and she was excited that she no longer has to remove them. She was upset when she was made to remove her shoes. Caller wanted to know why she did not have to remove her shoes at Lexington Bluegrass and she did have to remove them at PGD.

I gave the following information: 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.

7/23/2013 3:04:14 PM

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.

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.
I advised her that I would forward her record to the CSM at Charlotte County Airport for review.

Caller will be flying on August 2, 2013 from New Orleans to Salt Lake City. He wears a plastic brace with strips on it. He said that he is always pulled aside for secondary screening. He does offer to take off the brace. He said that his wife is his caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. 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.

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 sites default files publications disability_notification_cards.pdf.

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 a walk-through metal detector in lieu of AIT or a patdown.

7/24/2013 10:44:25 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 patdown 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

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. For more information about the technology used to test for traces of explosive material, please visit http: www.tsa.gov press releases 2010 02 17 tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or

The caller stated that she has a disabilily, pregnancy. She stated that in the ADA, it clearly states that pregnancy is a disability. She flew from Orange County and wanted to go through the metal detector instead of the AIT. She did not want to be touched and receive a patdown. However, they would not let her be screened by the metal detector and performed a patdown. She already had papers that she printed off from the website regarding disability discrimination and she did not want me to send her the RFI. She asked for an email that states passengers cannot choose to go through the metal detector.

7/25/2013 11:27:41 AM

Advised caller:
AIT safety has been verified. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration.
According to TSA policy, passengers cannot choose to be screened by the metal detector. If you opt out of the AIT, you must receive a patdown. You can always request a private screening and be accompanied by a traveling companion.

Sent email.

7/25/2013 11:38:40 AM

The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO s if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don t use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condesending. The caller wanted to make a complaint about Helena refusing to use a wand.

Advised Caller: I advised the caller that 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. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her coplaint would be forwarded to the CSM.

Caller just went through TSA security at MCO and the screeners at the gate tried to force her through the AIT. Caller has a defibrillator and opted-out of AIT screening and requested a patdown, due to concerns it may affect her device. Caller was flying MCO-PHL aboard US Airways #754 and was at the B terminal. She does not recall the gate but advised me it was in the 50s. Caller began to cry and the TSO s eventually patted her down. Caller is very unhappy with the manner in which she was treated and the officer s attempts to force her through the AIT machine. This incident occurred at approximately 11:30 AM this morning.

7/25/2013 12:12:36 PM

Resolution:

Advised caller AIT screening is voluntary and passengers may opt-out and receive a patdown. 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. Apologized to caller for any inconvenience.

The caller is a victim of physical and sexual abuse. She stated that she has metal implants. She stated that for the last few years she has been driving almost a hour and a half to the nearest airport with the AIT, because Colorado Springs does not have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experiance there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She stated that they made her stay in the checkpoint until the patdown was complete. She stated that she would prefer the AIT.

She stated that she was told that Colorado Springs was getting the AIT a few years ago, however the lost the funding for construction. She stated that she was informed the other day that Colorado Springs was undergoing construction for AIT placement. She stated that she spoke with (b)(6) and Colorado Springs regarding the situation, and they told her that they were getting the AIT, however instead a different airport got their machines to replace the back scatter machines in place at that location. She stated that they did not get the scanner and this is obsurd. She stated that the other airport had too many complaints regarding private areas showing during screening by the back scatter, and they had the replace the machines. She stated that TSA is choosing those individuals complaining over a disabled person.

She stated that the WTMD is not safe for screening, because people can place bombs in there underwear and get through, just like the underwear bomber.

I explained that I am not aware of this happening, nor do I know why Colorado Springs does not have the AIT. I explained that we have screening process in place, such as ETD testing of belongings, and passengers, patdown inspections randomly administered, and other process. I explained that I am not firmiliar with the underwear bomber.

7/25/2013 2:27:20 PM

I explained that the website has a list of AIT locations and scheduled AIT locations. However, Colorado Springs is not on that list.

Where are imaging technology machines located?
A. Currently, there are more than 740 Advanced Imaging Technology machines located at almost 160 airports nationwide.

Airports that have, or are scheduled to receive, imaging technology:

Cedar Rapids Eastern Iowa Airport (CID)
Charleston International Airport (CHS)
Charleston Yeager Airport (CRW)
Charlotte Douglas International Airport (CLT)
Chattanooga Metropolitan Airport (CHA)
Chicago Midway Airport (MDW)
Chicago O'Hare International Airport (ORD)
Cincinnati/Northern Kentucky International Airport (CVG)
Cleveland International Airport (CLE)
Columbia Metropolitan Airport (CAE)
Corpus Christi International Airport (CRP)

The caller took her in laws to the airport on Tuesday. She had an issue with a TSA agent at Washington Dulles airport. Her mother and father-in-law were flying on United airlines at 8:05 am on 7 23 13 departing from gate D5. The mother-in-law had just had a pacemaker two weeks prior to flying. The caller gave me an officer s name of (b)(6) She stated that her mother-in-law was not comfortable going through the AIT machine and wanted a voluntary pat down. She said that the agent argued with them rudely about a voluntary pat down. Also the TSO told her mother in law to take off her shoes even though she is over 75. Once everyone finally got through the checkpoint the agent once again argued very rudely about the caller s mother-in-law taking off her shoes. The TSO said that she never asked the mother-in-law to take her shoes off. The caller returned after helping her mother and father-in-law onto the plane. The caller asked to speak to a supervisor. The agent once again started arguing with the caller about speaking to a supervisor. The caller states that she waited 15 minutes for a supervisor. The caller is not satisfied with the response that she was given by the supervisor. She stated that she is not confident that the supervisor will follow up on the situation.

Advised caller:

Apologized for her inconvenience.

7/25/2013 3:25:55 PM

Airport: Washington Dulles
Airline: United
Flight Number: 642
Departure Arrival time: 8:05 am
Date and time of incident: 7 23 13 6:10 am
Baggage tag numbers:
Description of baggage:
Was there an NOI:
Anything written on an NOI:
Location (Terminal Gate): going to D5
All contact info obtainable:

Also I am going to send this information to a Customer Support Manager for review.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/26/2013 12:10:59 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/26/2013 7:58:36 AM

Comment : I have had an arm injury since Jan. 2013. In March and then again in July when flying out of Madison WI, my arm set off the body scanner. I have not had surgery and there is no metal or anything foreign in my arm. Why is the scanner going off? I have been told repeatedly it is impossible yet it has happened to me twice. I do have tendonosis in the biceps, extensor and flexor. Also there is a split I believe in the extensor. I also have nerve problems at the elbow and a possible torn muscle toward the wrist. The "yellow boxes" highlighted my right elbow. I am curious what is triggering it..., I start my flights from Portland Oregon and the scanner does not pick it up there. 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

-----Original Message-----
From: (b)(6)
Sent: Friday, July 26, 2013 12:39 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Edward Kretchmer

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Homstead Fl 33035

7/26/2013 10:08:40 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?
Gen. Edward Lawrence Logan International Airport

7/26/2013 12:41:49 PM

Caller flew out of JFK and she did not want to go through the AIT screening so she decided to opt out. As a result of opting out, there was some confrontation and the caller ended up speaking with TSO supervior (b)(6) told the caller that she should be arrested and told the caller she hoped she never came back through JFK again. Caller said the TSO was very rude to her as a result of her opting out of AIT screening for a patdown. Caller was flying on United airlines flight number 5711. This occurred today, 07-26-2013 at 9:00 am. The caller boarding through Gate 11 to fly from JFK to IAD.

Told caller that I will forward the complaint to the CSM at the JFK airport.

The caller indicated that she was scheduled to travel from LAX on Friday, however her flight was canceled and she traveled on Saturday 7 29 13 on Allegiant Ar flight 1336 departing at 2:10pm from A33. She went through screening at about 11:45am.

She has to be screened via a pat down due to a spinal cord stimulator that is implanted in her back. She opted out of AIT and requested a pat down. She was advised by a female TSO that she would have to wait for someone to do the patdown and that the caller s three children (12, 9, 4) would have to proceed through the screening process while she waited for a patdown. Her four year old became upset and was crying hysterically. The caller could see her older children, however she could not see her youngest child. The caller indicated that when they went through security on Friday, TSO assisted her in collecting her and her children s belongings from the conveyor belt and ensured that her children were with her while she waited for the pat down. Essentially, her children were not separated from her.

The female TSO was an African American lady with chin length straight black hair. The caller is 5 2 and indicated that the TSO was taller than she. The caller indicated that she weighs 117, and the female TSO was heavier than her. Approx 140.

7/29/2013 9:04:37 AM

The caller indicated also that the same TSO was rude to her during the identity verification process. The caller underwent gastric bypass and has lost over 120 pounds. The female TSO asked for additional ID (credit cards with her name) and indicated that the caller should have her ID updated as the photo doesn t look like her.

The caller then asked who shuts off the emergency exit alarms at the airport, The caller indicated that her four year old tripped and fell into an emergency exit door and the alarm sounded. An Allegiant agent advised that someone tried to go through that day and was arrested. The agent said this in the presence of her child and upset the child.

I apologized and advised that I would refer the information to the CSM at LAX to make them aware and so the issue may be addressed. The caller indicated that she did not have an email address.

I explained that her complaint in regard to the airline agent would need to be addressed by the airline.

I explained that TSA conducts baggage and passenger screening at the airport, so I do not know specifically who would shut off such an alarm. I advised that she contact airport security as they may be able to address her question.

July 28, 2013
MCO to PHL via US Airways
Screening Occurred: 9:30-10:20 AM
Terminal: B Gate: 56
Checkpoint: Furthest to the left.

Caller is wanting to relay an unpleasant experience he had in going through screening. Caller opted out of TSA PreCheck in order to go through screening with his partner. A TSO close to the AIT machines received a call and during that call, the TSO looked at (b)(6) (b)(6) was stopped for secondary screening while he was trying to retrieve bins for his items and both he and his partner had to go through patdowns, all whilst being asked multiple questions by BDOs. The caller alleges that the TSO performing the patdown was very invasive, even going so far as to touching his pubic hair during the screening; other passengers watching the patdown snickered, pointed, and laughed. Caller was flustered by this and spoke with the supervisor (Wiley) at the checkpoint. Caller believes that the only reason that his party might have seemed suspicious would be because they are men of color.

7/29/2013 3:30:34 PM

Caller was informed that this incident is going to be forwarded to the CSM at the airport. Caller will also be sent an RFI for alleged civil rights discrimination on the grounds of race. Caller was provided with the information needed for an RFI, which includes:
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.

(b)(6)

Santa Monica, CA 90401
tel. (b)(6)
cel

Transportation Security Administration
TSA Contact Center
tel. 1-866-289-9673

7/30/2013 8:17:08 AM

Dear Sir or Ma'am,

I wish to notify your office, TSA, of a very inappropriate, awful experience I recently had with your TSA agency at LAX airport, Terminal 4, in Los Angeles.

On Saturday morning, July 19, 2013, I came through the TSA passenger checkpoint in Terminal 4 at LAX in order to catch my flight aboard American Airlines. Not wanting to go through the body scanner, which I have now learned is technically referred to as the "AIT" or "L3", I therefore requested a pat down. I told the male TSO officer standing near me, who I have now learned is referred to as the Divesting Officer, that I was "opting out" from the AIT body scanner, and that I therefore wanted a Pat Down. I then heard him call out, "Female Assist! Opt out!" No other TSOs came for me for a substantial amount of time, even though I observed several female TSOs standing around and doing nothing. 5 minutes later I expressed my concern to the Divesting Officer in that I was still waiting, and I was concerned that I could not see my property after it had been fed through the X-Ray machine. The Divesting Officer then asked a female TSO, who was walking near us, if she could pat me down. The female TSO very sassily and coldly responded, "I'm busy.", and continued to walk away from us.

A few more minutes passed by and a male TSO came out to say to me, "We have no one available for you.", and then encouraged me to go through the AIT L3. Disappointed and apprehensive, I then decided to go through the AIT L3.

I am now aware that this TSO's conniving words and (lack of) action toward me were totally inappropriate. I am aware of the sign that you post at the checkpoint that clearly states that there are alternatives to going through the AIT body scanner. I think that it is reasonable for a passenger, such as me, to expect that I should be accommodated for within a reasonable amount of time.

Thus, rather than walking through the AIT L3, what I should have done, instead, which I now understand is my complete right, insisted that I receive a pat down and waited.

I need to ask your office, TSA, what kinds of measures has your agency put in place to prevent something like this happening again to me or another passenger? Should I have instead insisted that I be pat down ASAP? Perhaps, I should be the

7/30/2013 8:19:17 AM

Caller flew from Seattle to Santa Ana California. Caller stated her mother has an ostomy and knee replacement surgery. Caller stated before they went through the checkpoint her mother gave the screeners a notification card. The screener told the mother to go through the AIT machine but the passenger declined. Caller stated that TSO (b)(6) asked her mother to raise her shirt to have a patdown. The caller stated the female agent didnt offer her mother a private screening for the patdown of her ostomy. Caller stated that her mother started crying because she had a patdown in public. Caller also claimed the screeners were rude and unprofessional at the airport that day. According to the caller, the screeners refused to listen at the checkpoint and the caller wanted to complain about the incident because she doesnt want other passengers to go through the same thing.

Apologized to the caller and advised caller I would send to the CSM at the airport. Advised caller if the CSM has further questions they may contact her through the email address or the phone number that was provided.

7/30/2013 9:49:44 PM

The caller states that her words have been distorted horribly. She has done a lot of research. She is fluent in more than one language. She made a statement that she could hear me typing. She read a study on the AIT machine. They just installed a new machine that returns a nude image. She says that she feels like she is being viewed nude by the AIT machine. On the 13th of June the TSO poked her in the right breast. At approximately 9:00 a.m. that morning she had a procedure on that breast. The TSO lore a stitch and dislodged the drainage tube. She once again states that the pain behind this was blinding. She said that she was bleeding pretty badly for a good length of time. She made her flight to Seattle. The airline helped her stop her bleeding. Alaskan airlines is who the lady that helped her worked for. When she arrived in Seattle she spoke to Alaska airlines and they found her a hospital. Her hospital classified her as a victim of a violent crime. The doctors had to reinsert the surgical tube and re-stitch the wound. She now has a horrible scar were there should have been a very little one. (b)(6) would do nothing for her about this situation and, (b)(6) has hung up on her a few times. He stated that there will be no consequences to the TSO that did this to her. She is mad about this response from (b)(6) Her letters that she has written have been returned endlessly to her. We sent her an email that said TSA contact center has referred you to the office of chief council. She received an email stating that her previous email on seeking how to file a criminal complaint has been received. TSA can not give you legal advise is what she was told. She has been referred to the office of internal affairs, the department of Homeland security, the FBI, and the U.S. Department of Justice. She read a report to the German parliament. She said that it stated the L3 screener was rejected in Germany. The caller stated that there are major stockholders with TSA and that s why the L3 scanner is let in. She also stated that the L3 gives a 50% false positive on people it scans and 100% false positive on people with disabilities. She also states that this report is only readable in the German language but can be found on the internet. All the blogs and complaints she has read that TSA are making children taking off their braces. She has read about amputees have to take off their artificial limbs. She stated that is kind of like asking her to take off her underwear and show you her crotch. She stated that breast milk does not have to go through X ray it can be accordingly screened. She read a blog post were TSA made a lady miss her flight. They would not let her through the checkpoint with her breast milk because it was over 3.4 oz. She states that she read another blog about someone who had already been cleared and they stopped one of them to pat them down for additional screening due to breast milk. The caller is flying again in September. She wants to know how to stop the ones who think it's their job is to torture and torment the disabled. She states that the callers who call to file complaints with us just get laughed at. She went to court over this issue. The court told her that they did not have jurisdiction and that she needed to go to Washington to the federal court system. The CSM at SMF (b)(6) has stated that there is nothing he will do for her. The caller stated that he is playing a game of alphabet soup which is the way the federal government plays the victim. She states that her person was violated and tormented. The FBI called her and told her the same things. She lost her temper and she said that (b)(6) best fashion accessory would be an unmentionable a second time. She stated if she sees an obituary for (b)(6) that she would have a street party. She would not be the cause of that obituary, but she would celebrate it. The caller states that she follows the teachings of Ghandi, and she would never hurt anyone under any circumstances. She said that the FBI said they only investigate people who offend their public officials. She stated that someone sent her more contacts: the office of civil rights, internal affairs, and inspector general for the DHS. She asks what she can do to prevent any further torture from SMF. She stated they should not be touching her at all PERIOD! She should be able to walk through the L3 machine, which she still knows doesn t give a cartoon image of her, or the WTMD without further molestation. She states that she is physically able to go through the AIT machine. She states that anything keeping her from traveling on an aircraft is a violation of the interstate commerce clause. She states obviously SMF is not on her side. She declares that Sacramento is not on her side. The caller states that the FBI or attorney general are not on her side. She also believes that the Federal Securities director is not going to be on her side. She does not believe that ODPO is going to be on her side. She told the emergency room to send all her medical treatment against the TSA as we are the direct cause of all of her injuries so we should pay for them. She states that disabled people get a lot of abuse because they do not have a lot of money. She got a phone call from the FBI today that caused more abuse to her being a disabled person. She states that she has never had a problem at any other airport except SMF. She has to look at an ugly ragged scar on her body. BLOOD...HAS...BEEN....SPILLED..... She stated. There is nothing she can do to minimize them spilling more blood she asked. She stated that she feels sorry for me because I have been educated by them. She stated that a good 4 year degree from Ole Miss. would help my education. Then she reiterated to say maybe I should go to Notre Dame were they would make fun of my accent. She then told me to NEVER thank her for calling the TSA and just to tell her to have a good evening.

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA s intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate

Disability Description: The caller has an insulin pump.

Information Request: He wanted to know how to avoid issues on his upcoming flights. He also wanted to speak to someone at TSA directly because the website and the TSOs insist that the AIT is safe for insulin pumps. However, his physician and the manufacturer state otherwise.

Response Details: Passengers can always request to opt out of the AIT and request a patdown. TSOs are trained how to be polite and courteous to everyone. Complaints are looked at and handled appropriately. I will forward the complaint to the appropriate offices. In the future, you may contact us at least 72 hours before your flight so that we can request assistance for you through a passenger support specialist.

7/31/2013 12:19:51 PM

Sending email with RFI.
Sending to ODPO as a complaint.
Sending to Pass Ombuds since the CSM is not returning his call.

He requested that someone from headquarters contact him back.

Incident Details: He stated that every time he flies through LAX, he is treated bad by the agents because he wants to opt-out of the AIT. He stated that his insulin pump manufacturer and his physician informed him that because he insulin pump is so sensitive, he should not go through any type of screening done by a machine and he should request a patdown. He has no problem receiving a patdown, but he stated that when he requests one at LAX, they treat him horribly. The TSO always gets on the microphone and shouts Opt out! We have a male opt out! while he stands there for five minutes with his items sitting on the conveyor system. He stated that he has tried to call (b)(6) the CSM at LAX, three times, beginning July 17th, and left her messages, but she has never returned his phone call. He was extremely upset about this and stated that no one cares about his experience. He stated that this may be more of a customer service issue, but he did want to file a disability-related written complaint so that someone would be able to address his issue. He asked multiple times that someone contact him back after we forward his complaint.

Disability Description: The caller indicated that she has double hip replacements.

Information Request: She would like to know the proper procedure at various airports.

She indicated that she had to undergo a patdown at LGA two years ago and was separated from her belongings and could not seem them which concerns her. She doesn t wish to file a complaint in regard to this, although I advised that I could refer the information to the CSM if she could provide itinerary information. She doesn t have the information.

She asked if the PSS can assist with her belongings and be present during the pat down.

She asked how to know if AIT is used at an airport. She will be traveling out of BOS and PHL.

She asked if a CPAP machine is permitted through the checkpoint. She indicated that the CPAP cannot be touched due to contamination. She indicated that there was a water container in regard to the machine and asked if that and the tube has to be removed from the case.

7/31/2013 1:38:18 PM

She asked if TSO change their gloves between screenings.

She asked if there is a 3oz total in regard to liquids and if all liquids (toiletry and medically necessary ie rx gels) must be in the same quart bag or if they can be in separate bags.

She asked in if item in tubles such as make up and toothpaste must adhere to the 311 Rule.

She asked if hairspray is permitted in checked and carry on baggage as well as carry on.

She asked if tablets, Kindles, and Ipads can remain in carry on.

She mentioned using the notification card to discreetly advise the TSO of the metal implant.

The caller requested the verbiage in regard to line of sight be emailed.

Response Details: I advised that TSA policies and procedures are the same at all airports in the US.

8/1/2013 8:26:44 AM

Feedback Type : Compliment
Categories : Miscellaneous/Other; Advanced Imaging Technology Current Date/Time : 7/31/2013 10:32:30 PM Airport : MOT - Minot International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I would like to extend my appreciation to the Minot, ND International Airport TSA Team. They are very thorough, but also, very good with the travelers. I am questioning the removal of the full body scanner at the Minot International Airport. Take it from someone with , the entire flying Community, as well as TSA.. It takes more time/manpower for them to have to pat me down, rather than have the full body scanner going through TSA. Please help us help you. I believe a big mistake was made here. We have a major oil boom, as well as contractors travelling across the country daily. The airport is not big enough to handle this unexpected challenge. The full body scanners are needed in Minot, ND. TSA and the travelers need your assistance here.
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

8/1/2013 12:12:28 PM

When I flew from Newark to Ft. Lauderdale I was subjected to an AIT and a pat down. Why?!?!?!?!

8/1/2013 12:12:30 PM

I am writing to express my frustration when I go though TSA screening. I am an airline employee,and work in Minneapolis but travel to Detroit and Fort Lauderdale often, I always seem to have a problem when I go though TSA screening. I have several health concerns,I have had 3 back fusions, arthritis ,I have an implanted pacermaker/defibulator, and have breast cancer. When I go out of Minneapolis I go though the employee check point, there always seems to be several TSA agents there. I can not go though the metal detector as it would stop my implanted device,which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the to the other end of the terminal to go though the Advanced Imaging Technology. I go though the employee line because it is shorter so I don't have so far to walk. I can not go though the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait, I am always told I should go the the Imaging technology, I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there. I told her it was my expander from my mascetomy. Which after all this time(I had my surgery last November,and fly at least twice a month) has been the first time it has been an issue. i was taken to a private area and should her what it was. I am curious why no agent before her ever questioned it. I get a pat down often.

In Detroit I go though the imaging, which I don't like to do(I get a enough radiation which all my medical issues) and was asked what my defibulator was, I was told to remove it, I told the agent(again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove you device I will getting a supervisor. My response the was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay,and I was cleared. In Fort Lauderdale I was told I had to go though the Imaging and could not be patted down(this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 911 and accept that,however agents need to be more sensitive and accomidating when it comes to the disabled. I could stay on disabilitiy and may have to some day, for now though I work and think as a citizen deserve more respect and empathy. (b)(6)

8/1/2013 1:52:58 PM

Caller wants to complain about discourteous treatment from a TSA agent. Caller and his wife flew on Saturday. Caller and his wife usually opt out of AIT and request a pat-down. He requested once at the line, that he be able to walk through the WTMD. The officer raised his voice at the caller, and was very, very negative telling the caller go to an area that left the caller unable to see his carry-on luggage.

Caller waited in this area with his wife for around 5-10 minutes for the pat-down. Lead Officer (b)(6) was the name of the TSA employee. As the caller and his wife finished with their pat-down, he walked by the officer to see his badge with the officer saying: "Oh my he is going to complain" and the caller felt he was trying to embarrass him.

Advised.

Airport: BWI
Airline: Southwest
Flight Number: 3952
Date and Time of Incident: 7:45 AM on July 27, 2013
Location: Checkpoint C
Contact info (b)(6) (b)(6) is his work number (b)(6) is his evening home phone number

Advised caller that I am sending this complaint information to the CSM at BWI

-----Original Message-----
From: (b)(6)
Sent: Thursday, August 01, 2013 3:23 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

8/1/2013 4:04:26 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? no

Which U.S. airport were you traveling through?
Gallatin Field Airport

Disability Description: Caller has a hip replacement and is retired from Pan American and he worked for Delta. He is a veteran as well.

Incident Details: He stated that at Reagan the TSO offered him to go through the AIT and he told him that he has metal implants and even told him he may keep on his shoes. He is 80. The experience was nice and smooth.

On his return from LaGuardia, he got in line and he told the guy he has hip replacement and the TSO told him to take his shoes off. He told the guy he is 80 but he still made him take off his shoes. He ended up going to the end of the line. He alarmed the WTMD. When the TSO was finished screening him the caller asked if he was done and put on his shoes to leave. He saw two TSA agents talking and pointing to him. He said he took 10 steps to leave and the second guy, who was a supervisor, came running toward him and made him come back and take off his shoes off for a second time. They tested them for explosives. He thinks this was retaliation. He called the Americans with Disability Act and filed a complaint. He is getting the runaraound and was told that he needed to call TSA. He is an active Democrat and he is not going to let this go. He said that this is age discrimination and other things. He is very upset and said that he is going as far as to speak with his Senator. He said that the American people have no voice.

8/2/2013 3:24:46 PM

Response Details: I apologized to the caller that he is unhappy with the service that he received. I asked him 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?

He stated at this point that he had already filed the complaint and he said that I could forward his information to a CSM on his behalf but he did not have any of his flight information other than the airport. He stressed that he was not interested in providing any information or receiving any information on how to file a complaint in writing regarding this incident.

I referred this to a CSM and ODPO as a FYI.

Disability Description: Rotrator cup and artificial hip

Response Details: 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.

(b)(6) stated that he did not feel that he was treated differently because of his disability, just that the screening officer was very rude to him.

8/3/2013 3:21:37 PM

Incident Details (b)(6) is a 90 year old War World 2 veteran, that traveled on July 7, 2013 at 6:40 am on Delta airlines. He flew from Orlando, FL to Salt Lake City to Reno. He traveled from Orlando International Airport (b)(6) was going through the screening machine and was told to put his arms up above his head, which he told the TSO that he was unable to do since he has a rotrator cup injury and an artificial hip. He had previously been told by someone that since he was over the age of 75 he did not have to be screened. The TSO was rude to (b)(6) He was then placed in another line and gave a patdown from the TSO. The patdown was uncomfortable for the passenger in the way the TSO went from the top of his head to his toes.The TSO put explosives trace detection swab by (b)(6) feet (b)(6) did not know what that was placed by his foot. The screening process wasn t explained to (b)(6) The situation was very embarrassing to him.

His wife (b)(6) had the same process the TSO didn t seem to be hurried.

Dear Sir or Madam,

I would appreciate some clarity on carry-on liquids, as I have experienced different interpretation of policy by TSA agents.

My 7 year old son has severe food allergies, so we must carry on liquid medications and also a few juice boxes (single-serve, branded) over 3.4 oz. Have a doctor's letter on medical necessity.

Flying out of Philadelphia, we declared the medications and juice boxes. My wife and I went through AIT. TSA agent opened one of the medicine bottles for testing. No problem. Smooth process and kid-friendly TSA agents.

Flying back home a week later from Orlando, FL: Same liquids and doctor's letter. We were told that since the TSA couldn't open the juice boxes, one of us (me or my wife) would have to be patted down. I asked the agents (2 different agents) why I couldn't just go through AIT like I had at PHL --- no answer given at all -- just that I had to be patted down. OK, no big deal, I went through pat-down. But what's the official policy here? And why couldn't I get an answer to my question? Not consistent. And, what is the logic to having one of us being patted down and the other 3 going through simple metal detector? No testing was performed on any of the liquid medications in bottles that could have been opened.

My other comment here is an overall attitude of the entire TSA team at Orlando. Every time I've flown out of Orlando with my family (3 times now), the TSA experience has been poor. Worst of any airport in the US --- and we've traveled a fair bit. I would think Orlando TSA would be among the best with children, given the Disney location.

8/4/2013 9:13:07 AM

Example: agent at x-ray machine feed-in kept telling me I had to push my bags onto the feed-in belt to the x-ray machine, then asked me why I kept pushing when the belt was stopped. Simple answer: I couldn't see if the belt was moving from where I was standing because I had a long line of luggage on tables, kid car seats, etc, with my kids in front of me in the line. I'm a frequent business traveler with an IQ north of 150. I know how the x-ray machine feed belt works. All the agent had to do was communicate clearly or simply help me push the luggage into the machine when the belt was moving instead of standing there making unhelpful comments.

Example: Agent at Orlando security line intake, upon being presented with multiple boarding passes at once (with my two kids standing next to me) tells me each passenger has to present their own boarding pass. I told him I'm not going to have my children hold their own boarding passes, due to their ages and likelihood of passes being dropped --- we're all standing right there together. Attitude..... Again, no problems in Philadelphia, and no attitude from the agents.

I'm all for keeping everyone safe in the air. Seems to me PHL agents did their job just as well or better than Orlando agents, with a much better experience for my family.

Other observation for lack of consistency: Some airports' TSA demand that boarding passes be kept in hand when going through metal detector/AIT (Newark NJ), while others do not, and in fact insist that nothing can be in my hand at all when going through AIT. What's the policy? When I put my boarding pass in a bin for x-ray, with other materials, and the TSA agent at the metal detector wants to see it, it's already in the x-ray and the agent's not happy....

Sincerely,
(b)(6)

8/4/2013 11:52:21 AM

The caller was coming through Phoenix Sky Harbor Gate B. He stated that they had the line open for the AIT machine but the WTMD line was closed down. He stated that the line was very long and that he was separated from his personal affects because of the long wait time. He just wanted to call and inform us of this issue.

Advised caller:

Apologized for his experience. Advised that all of our records are recorded and his complaint would be documented.

Disability Description: The caller and her son flew from MSP to MDW on 8-1-13 and went through screening around 5:30pm through the middle checkpoint.

The callers son has Hydrocephalus. He has 2 shunts. One in his (b)(and the other in his spine. The caller requested a patdown because one of his shunts is magnetic.

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 emailed the caller the information.

8/5/2013 9:43:59 AM

Incident Details: The TSO asked her son why he could not go through the AIT machines. The son told the TSO he could not go through the machines as well as the the mother told the the TSO that her son could not go through the machines. The officer got rude with her and was suggesting to her son that he should go through the machines. The caller states the officer was very rude with her telling her that he did not have time to educate her about the machines and took her son to be screened and at that time she could not see her son. The caller states the officer wanted to pat her son down and the son told him that he wanted to wait on his mother. The mother states the officer was very firm when he did the patdown on her son. The caller states the officers put her in a position of trying to explain to him what her sons disability was and she does not think she should have to educate the officer about her sons disability. The caller states a supervisor came and helped her and was very friendly but states the TSO was very rude. The caller states the officer did accommodate her sons disability needs. The officer in question was officer Tate and he was at MSP. The callers son was 14 years old.

The caller states the officer was very rude and condescending and her nor her son were treated with respect, dignity, and courtesy. The caller states the officer yelled at her. The caller states that she should not have to give her sons medical history to the officer to be able to get a patdown.

He just tried boarding a plane but was refused because he wouldn t have a patdown. He wants to know his other options, he will not got through the x-ray machine and he doesn t want the patdown. He is going to his Dad s funeral and has been denied boarding. He wanted to take his clothes off at the checkpoint but the officers would not allow him to.

8/5/2013 10:12:00 AM

I advised him that the officers will not allow him to take his clothes off. He will have to have a patdown if he opts out of the AIT. Every passenger must be screened and if he will not allow them to screen him, he will not be allowed into the sterile area.

He asked if he could go into the airport naked or wear a thong through screening so that he would not have to have a patdown. I told him that it didn't matter what he wore, he will still be subject to a patdown if he opted out of the AIT.

He then asked for a supervisor.

8/5/2013 11:34:02 AM

Caller wants to wear a speedo and board the plane without screening.
Explained that TSA is required by law to screen all passengers and their bags.If you are chosen for AIT and you want to opt out you can have a thorough pat down but if you refuse both you will not be allowed to enter the security check point.Caller was referred by (b)(6)

8/5/2013 3:34:57 PM

(b)(6) Notes:
I told him we were not escalating this to Passenger Ombudsman. He could either go through the AIT, have a patdown or not fly. That was his choices.
Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she cant fly to SFO.

CCR informed her:
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. If subject to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:
601 South 12th Street
Arlington, VA 20598

The caller stated that she has been flying a lot over the last few years and has never had a complaint about TSA, until now. On 8-5-2013, she took Jetblue flight 1059 from BOS to PHL at 3:15PM. When going through screening, she was in line for the WTMD. She was screened by the WTMD multiple times and it kept alarming, even after she had removed all of her jewelry and anything else that could have been metal. She was patted down and cleared through the screening checkpoint. She later realized that she was wearing a new bikini top that had a metal decorative piece on the top of it. She was upset that she got through screening and this was not caught. She asked why the AIT was not used to pin point this metal piece and she wondered if it would have pin pointed the metal piece.

8/6/2013 12:26:34 PM

I told her that the patdown is used to clear a person through screening if they alarm the WTMD and cannot be cleared by the WTMD. The patdown procedure is used to verify that the person does not have any prohibited items on their person. If she was already in line for and used the WTMD, the TSOs would not send her through the AIT. The procedure is to clear an alarm of the WTMD by using a thorough patdown. I cannot specifically state that the AIT would have caught this as an anomalies or not.

She was not happy with this answer and stated that she could have got through screening with wires attached to her body and that she needs to speak with someone else. I placed her on hold to talk with a CSS here at the TCC. I spoke to CSS Wayne and he felt that this was not a security issue.

I told her that our CSS did not feel that this was a security issue, as the TSOs followed standard protocol.

She requested to speak with someone else. I turned the call over to (b)(6)

8/6/2013 3:48:54 PM

Caller has a complaint. Caller and spouse flew from Denver June 15 and caller said she packed everything correctly. Callers husband was with her purse while caller was being screened. Caller said there were 4 agents and they told her she would have to be xrayed. Caller said she had to stand with her arms above her head. Caller had on capri pants and a thin silky material jacket thing over her tank top. Caller said she went through the AIT and the TSO sent her over for a patdown. Caller was told they did not know why she was told to do the patdown because the TSO they sent her to, did not see anything on the screen. Caller would prefer a patdown anyway. Caller said one TSO asked her to remove her top (her jacket). Caller said this TSO took her top away and when the TSO brought her top back, her top was filthy dirty. Caller asked the TSO what he did to her top. Caller said the TSO said he put it through on the belt. Caller complained and the TSO just shrugged his shoulders. Caller said she could not believe the TSO put her top in a bin where peoples dirty shoes had been. Caller said she complained because she needed to wear this to get to her destination, but now it was too dirty to wear. Caller was flying from Denver to Utah to Fargo. Caller said she went to speak to the supervisor (b)(6) at the south location at 16:00. Caller said she told him she felt like she was going to cry and Rob Wood told her to go ahead and cry. Caller said the TSO that took her jacket told her that she should have been more worried about what was on the floor instead of in the bins. Caller said she filed a complaint while she was at the airport, but they did not write down anything and told her to call the TCC. Caller said the people she complained to were very rude as well. Caller does not have email.

Airport Denver
Airline Delta
Flight numbers DL3469
Date and time of incident 06 15 2013 4 pm
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N a
Terminal or Gate South
Contact information (b)(6) - home phone, caller does not have email

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.

8/6/2013 5:43:59 PM

Caller works at a hospital. One of her patients has a new defibrillator. What information about screening does the patient need?

Advised caller:
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, 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. 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.

Caller stated that she has a Breast Prosthesis and the last time she flew she stated that she was given a hard time when she went through the screening Check point. She stated that she had no idea that she was suppose to tell the officers at the check about her prosthesis and was given a hard time and had her hands swabbed for explosive traces. She stated that they are getting ready to fly again on 08 30 2013 and needs to know if there is any way she can avoid all of the hassle s again at the check point.

Gave the caller the following info:

8/7/2013 3:41:48 PM A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening 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 sites default files publications disability_notification_cards.pdf 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.

Caller has 2 complaints against 2 TSA officers regarding screening, the first incident was in SFO, he flew on 8-6 and didn t understand going through the AIT why the officer continued to with an open hand rub him across his backside 4-5 times. The TSO kept asking what was back there and it was the band of his underwear, he found it offensive as if he was groping him. Departed 8:15 PM to LAX, Flight # not available, Gate # 44?

Second complaint was as an employee of Delta when leaving Palm Springs yesterday the document checker told him a SIDA badges isn t an acceptable form of ID and asked for another form of ID. Caller said he has used before without any problem. Stated the TSO didn t even know what the SIDA badge was.

Response:

8/8/2013 9:56:37 AM Provided to caller:
SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:
Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010
Because your complaint concerns an incident that occurred at SFO, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Explained to caller the TSO always has the option to request a second form of ID regardless of what is presented initially.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Sunday, August 04, 2013 3:08 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/8/2013 12:07:57 PM

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) pompton lakes, nj

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

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan.Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

8/8/2013 1:07:48 PM

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.

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Disability Description: Callers son has a g tube and has liquid nutrition.

Information Request: Is she permitted to take her sons formula for his g tube in carry on.

Response Details: I apologized that she did not have a positive experience at the screening checkpoint and provided her with the contact information for the CSM so she will be able to contact them about the experience she had at screening checkpoint at PHL.
Kimberly Masso
Phone: 610-537-(b)(6)
She stated that she would prefer that I forward her complaint to the CSM and she will wait on the reply.

8/8/2013 2:59:25 PM

I also advised her that anytime she is at the screening checkpoint and has any issues she can ask to speak with a PSS and they will be able to further assist her.

If she needs assistance with her son getting through the screening process she can contact TSA Cares 72 hours prior to her flight and we will be able to forward her request for assistance to our Disability specialist at HQ.
She is permitted to take medically necessary liquids in carry on and will need to keep them separated from the other carry on items and declare them to the TSO for screening at the beginning of the checkpoint.
Email not sent.

Incident Details: Caller flew from PHL last night 8 7 13 at 8:00 pm. On the way to Philadelphia she got patted down for having formula that she did not want opened and she was fine with that. On the way home the TSA agents in PHL made her stand outside the scanner 10-15 minutes while they decided what to do with her. Her son was in a stroller and she told them that she could take her child out of the stroller for screening but he is not able to walk. The officers then took her around the scanners and told her that she would have to have a patdown. She stated that she did not get the option to go through the AIT screener and told her that she would have to have a patdown. She told the officers that she did not want a patdown and they told her that since she refused to go through the AIT screener she would have to go through a patdown. She advised the officers that she did not get the option to go through the AIT screener and they threatened to call the police on her. She is very upset due to this incident.

Disability Description: The caller did not specify a disability but indicated that because of a disability, he normally doesn t remove his shoes at the checkpoint.

Response Details: I explained that the information on our website is current and up to date.

I advised that his written complaint should be sent to
TSA s Disability Branch, Disability and Multicultural Division.

I advised that I would email information on how to file a complaint in writing that would include the address to submit his complaint.

I advised that I did not have specific information on what his rights are under the American With Disabilities Act are, and advised that I would refer this inquiry to the Disability Branch as well.

He may be contacted by phone.

The caller indicated that he would prefer to be contacted via email rather than by phone.

8/8/2013 3:14:38 PM

Incident Details: The caller indicated that he visited our webpage prior to traveling regarding medical conditions and disabilities, particularly in regard to passengers who cannot remove his shoes.

He indicated that the information indicates that passengers who can t remove shoes should inform TSO before screening begins of this and can still be screened via the AIT,WTMD, or a thorough pat down.

He indicated that generally when he travels he advises that he cannot remove his shoes and passes through screening without being required to remove them. The shoes are often swabbed.

He traveled from BOS and SAN and at both checkpoints he was required to remove his shoes. TSO directed him to go through the AIT screening with his shoes on. He was then permitted to sit while he removed his shoes. His shoes were placed in a bin and went through xray screening.

TSOs at both airports advised that if he did not go through this procedure he would not be permitted to enter the checkpoint and be screened.

The caller asked what is different this year in regard to the screening procedure. He indicated that he makes this trip every year and has done so for the past ten years.

He asked when there was a change in policy and what rights he has under the American with Disabilities Act.

Hello.

I sent the following inquiry last night (just below) seeking information on TSA policy. I received a response (the following document below), which I much appreciate, but which did not answer the main question I asked. That questions is: first, what is the policy regarding what TSA agents can say/do when a traveler "opts out" (i.e., can they query that traveler about why they are opting out, forcing them to defend that traveler's request -- the agent I talked to in Boston this past July 18 [JetBlue security, c. 8:00 AM] was adamant that the TSA should not ask the traveler why he/she was opting out, and should in no way make that traveler feel defensive about the request); and, second, is that policy in writing? As I said, my wife had a bad experience last night in Boston -- including, by the way, with the supervisor to whom she complained! -- and I would like to know my rights the next time I travel.

Thank you.

(b)(6)

My original email, sent last night, August 7,:

Hello.

8/8/2013 4:03:41 PM

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

Your response, received today, August 8:

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

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

Caller has tried to get answer about screening. Every time he and his wife opt out of the AIT they get hounded on why they are opting out. He wants to know if this is procedure to ask.

8/8/2013 9:24:07 PM

Advised caller:

We have no information regarding that. Try maybe calling the HR help desk at 1-877-872-7990.
Caller recently had a flight from Logan airport in Boston. After he had cleared the AIT and was coming out the officer began to rant and yell at him stating he was about to run over her . After picking up his luggage she began to rant at him again saying If you have any problems with the way this is done you need to speak with a supervisor (b)(6) then requested to speak with her supervisor and reported this issue. The supervisors name is (b)(6) and this was around 11:20 PM

8/10/2013 12:43:16 PM

Response:
Apologized that he had a bad experience at the TSA checkpoint. Officers are trained to be courteous and respectful to all passengers regardless of the circumstances.
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.

Caller flew Friday MSY-MDW aboard Southwest #1945 at 6:30AM. She is 82 years of age and alarmed the AIT which resulted in a pat-down. The pat-down was conducted by a female TSO approximately 30 years of age. The caller indicated the female TSO was either Hispanic or of Asian descent. Caller feels the pat-down was rather aggressive in nature and the young lady needs to be held accountable for the manner in which she touched her. Caller does not recall the gate or terminal she flew out of but did say this occurred between 5:30-6:00AM. Caller was advised the AIT alarmed due to something in her back pocket. Caller indicates her pants did not have back pockets. She was also subjected to ETD sampling of her hands.

Resolution:

8/10/2013 3:34:42 PM

Transportation Security Officers (TSOs) must conduct additional screening to resolve an an anomaly discovered during Advanced Imaging Technology (AIT) screening. Explosive trace detection sampling may also be used. TSA regrets your experience was unsatisfactory. 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. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Disability Description: Caller s mother has had breast cancer and has a styrofoam prosthetic.

Response Details: 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.

8/11/2013 9:40:40 AM

Do you want information about filing a written complaint regarding disability discrimination?

Sending RFI.

Incident Details: Caller says that his grandmother was treated inappropriately at FLL yesterday. He says she is from Jamaica and this was her return flight. He says that she has had breast cancer and uses a styrofoam breast. He says that she went through the AIT and was asked what the item was. She explained to the officer what this was. He says that she had to remove her shirt and styrofoam breast in front of everyone. He wants to file a complaint about this.

Caller has a complaint regarding Hilo Airport. She forgot to take her 3-1-1 bag out of her carry on. She had a bag that contained liquid medication for her kids in sealed bottles.
Security noticed the bag inside her carry on so they ran it through the equipment again. As the Officer asked her to come over to the station she asked her about the medication.
The Officer was looking inside the bag. The Officer asked the passenger to open the bottles of medication and she told the Officer she would rather she not open the sealed bottles.The officer asked her to stand while she patted her down. When she asked the Officer about why she was being patted down, the officer replied it was due to not wanting the bottles of medication to be opened.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening.
It is important for those to be declared because of the LGA rule.

She stated it is difficult to remember everything and she did forget to declare her liquids.

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.

8/12/2013 9:53:29 AM

I explained because she did not declare her LGA s she had additional screening.

She was not satisfied with the explanation given.

They ran the bag through twice so she does not know why more was needed.
After she got upset with the Officer, the Officer claimed she had told her she could open the medication or have a patdown.

Her name was Officer (b)(6) She thinks the Officer was having a bad day.
She was at the checkpoint 8-11-13 at Hilo at 6 PM at Terminal (She does not know) At Gate 6. She was going to fly Hawaiian Flight #381 bound for Honolulu.

She asked me for the CSM number.
Told I do not have that available for her but she can obtain it from the IVR but if she is going to call direct we should not refer this over.
Told her I will forward it to the CSM.

She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question.

Caller traveled recently and had a NOI inside.
She is curious about how bags are chosen.

All checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Bags can be chosen at random at any time.

She had a NOI from Minneapolis and it was fine but ATL did not open her bag.
She stated ATL does not have that liquid rule either.

Told her all of TSA has the liquid rule so ATL has that too, if carry on.
Some screening may vary but the 3-1-1 is the same at all airports.

8/12/2013 10:22:35 AM

She asked if a nail file in checked caused the search.

Told her bags can alarm for a number of reasons too numerous to say.
Sometimes it can be due to overpacking or lotions etc. It is not a problem but we must open to clear the bag.

The TSA agent touched her should as she walked out of the AIT Machine.
The Officer said may I touch your shoulder and she let her.

She said the only thing on her shoulder was her bra strap.

Told her I cannot say but it could have been an anomoly and that was the way of the Officer preventing her from having a patdown.
It may have been the catch on her bra strap.
Told she could have asked the Officer a question.

She was satisfied.

Caller stated she wants to file a complaint against a TSA employee. It was regarding something that happened at the checkpoint. She stated the TSA employee was the rudest she has ever encountered in her entire career.

Person involved - caller: (b)(6)
Phone #:of caller (Cell): (b)(6)
Airport: Orlando International
Airline: JetBlue
Flight #: 1294
Date: 8-9-13
She was the checkpoint at: 6:15 PM
Specific location - Terminal 1

Name of Officer: (b)(6)

8/12/2013 10:57:47 AM

She stated the officer was rude. She opted out of the AIT and asked the officer who was watching her bags while she was having a patdown.
She stated the officer said, Quote I do not know, it is not my job to watch your stuff UnQuote
She stated the officer was confrontational and obnoxious. She stated she could not see her bag while getting patted down and the officer was loud and yelling orders. The officer told her that she should not have pushed the bags through.

Advised caller:
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 stated she did speak with a supervisor and he gave her the information to call us.

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

Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dred locks.
Now my question is, is it "standard procedure" for some one to have to get their hair examined when there was no type on metal clips, bobby pins etc. in their hair. I hope that I can get a better response because I don't want to have to take legal actions.
Thank you
(b)(6)

On Aug 3, 2013, at 5:44 PM, tsatcc_do_not_reply@senture.com wrote:

> Thank you for your e-mail in which you inquire about the reasons for secondary screening.
>
8/12/2013 12:04:30 PM
> 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.

Forwarded to TCC-Referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

8/12/2013 2:08:11 PM
From: (b)(6)
Sent: Monday, August 12, 2013 12:31 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8/12/2013 12:30:34 PM

Name:

(b)(6)

Email:

Disability Description: Caller has a 10 year old with Autism.

Response Details: I apologized to the caller and told the caller that 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. She stated that they failed to accomodate her sons disability.

I also told her that parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

I sent an email about filiing a disability related complaint as well as information about passengers with Autism.

8/12/2013 4:26:50 PM Sent email.

Incident Details: Caller went through security at Dulles on August 11th at about 5:30 pm. She has a 10 year old with a disability. He has Autism. He always uses the AIT with parental consent. The TSA officer would not let him go through the AIT. The caller asked to please let him go through and he said that children are not allowed through. She said that the TSO finally let him go through but by this time her son was becoming upset. This was not the normal routine for her son so he ran through the AIT and there were anomalies on his chest and pocket. They had to pat him down so he became increasingly upset. She said that all she could was hold him down for the patdown. He was hysterical. She said that it took an hour to calm him down. TSA needs education on Autism. She said that they failed to accomodate his disability.
She had to get a supervisor over and told him that she had told the security officer in the beginning that her son always uses the AIT.
She also said that TSO s need to listen to the parents.

She is located in London, England.

This is my second time writing to you. To date, I have NOT received an answer. I expect one!

8/13/2013 10:13:16 AM For a flight to Ft Lauderdale, FL in mid July, I went through the AIT screening and also was subjected to a pat down. WHY?!?!?!

(b)(6)

The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

8/13/2013 3:24:01 PM

Flight Details:
Airport: IAD
Destination: Miami
Airline: American Airlines
Flight number: AA993
Date Time of departure: 08 13 2013 2:40PM
Checkpoint: Unknown
Approximate time of screening:12:30 PM - 1:00 PM 08 13 2013

Advised the caller:Advised the caller that if he is not authorized to file the complaint on behalf of the passenger then the passenger would need to file the complaint in writing themselves for it to be considered a formal complaint. Advised the caller That I could email him the form to provide to the passenger if she wished to make such a complaint. Advised caller 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.

Forwarded to MB

Caller said that he is a founding member of homeland security. He has a bilateral hip replacement. He said that every time he flies he receives additional screening. He screening is because his metal implants set off the alarm. He wanted information on filing for TRIP. He thought that would stop the secondary screening. He said that he has a TWIC card. He said that the notification card is a waste of taxpayer money. He said that the additional screening because of the hip replacement is harassment.

I gave the folowing information: 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.

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. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

8/14/2013 8:06:06 AM

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 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.

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.
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 while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.
The caller stated that her son traveled from Tokyo to Kennedy Airport and that he has been subjected to a patdown and ETD and wanted to know why he was selected for this. The caller stated that her son had been selected in advance as the boarding pass had SSSS printed on it and wanted to know what it meant. The caller wanted to know why he was selected and if he was on a federal watch list. The caller did not know if the officers had been professional or not.

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 random selection, or alarm resolution.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.

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.

8/14/2013 2:01:29 PM

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.

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. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.
TSA Contact Center

Caller said he had items stolen from him at a checkpoint. Caller said he had a small razor phone stolen from him. This happened in SFO. Caller said he filed a claim and got paid for the phone. Caller said he has a $500 Ipod and he does not want to lose this when he travels to Hong Kong. Caller asked if he can ask for a supervisor to screen his IPOD so it does not come up missing. Caller said he wants to avoid having his IPOD stolen. Caller asked if he can bring a BIC razor and his toothpaste and toothbrush.

8/14/2013 5:26:18 PM

I told the caller SFO is screened by private contractors.
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.

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre\u2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre\u2713™ when flying on a participating airline at a participating airport.

I told the caller he can bring his toothpaste if it is 3.4 ounces or smaller.

Disability Description: The callers father has a pacemaker.

Response Details: I advised the caller that if a passenger has an internal medical device, such a pacemaker, 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. 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.

The AIT is not a metal detector, however it does create a 3D image of the body, highlighting any foreign items on the body.

I explained that if a passenger is not able to use the WTMD, they would be directed to the AIT. They can opt out of the AIT if preferred.

I explained that I can forward this information to the CSM at JFK, and to a disability specialist.

8/14/2013 5:27:13 PM

TSA Cares is a helpline 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.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. They can call 72 hours in advance of the flight for assistance and information that may be needed.

I advised the caller that if they feel that they need any assistance with the screening process, they can request a PSS from the Travel Document checker, and they can assist them through the screening procedures.

Email sent.

Incident Details: The caller called about 5 minute ago regarding a complaint. She stated that her elderly parents flew from JFK. She stated that he was forced to used the AIT and he has a pacemaker. She stated that he has a doctors note that states that he cannot be screened using a metal detector. She asked what the AIT is exactly. She stated that this is disrespectable. She stated that they had an airline wheelchair and attendant.

She stated that she feels as if this was a customer service issue, however they did not have any concern for his medical condition, or the documentation submitted. She stated that this is a failure to accommodate his medical condition.

She stated that he has had the pacemaker for a short time and they are not aware of our technologies, and she is concerned for him.

Airport Departing: JFK
Destination SJU

Disability Description: The caller is traveling from LAX on Saturday.

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

Information Request: He was advised to call 72 hours in advance of his flight. He has requested a wheelchair at the airport as walking a long distance and standing in a long line is difficult.

The caller asked if the new rule allows passengers who are 75 to leave shoes on.He asked if he had to remove his belt.

Response Details: I advised that TSOs may check their gloves for explosvie material and this is a standard part of screening. I explained that passengers are chosen at random for additional screening. Additional screening, including a patdown, is required to clear alarms and anomalies.

I advised that TSA has phased out the use of hand wands.

8/14/2013 7:04:22 PM

72 hour advance notification is only required if the passenger is requesting a specific assistance at the TSA checkpoint. The caller indicated that he did not want to request such assistance.

I advised that many passengers with metal implants prefer to be screened by 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.

Passengers who appear to be 75 years of age and older are permitted to leave shoes on. TSA recommends that belts be removed and placed in a bin before passing through the WTMD or AIT to reduce the need of an alarm.

Incident Details: He indicated that the last two times that he went through security at LAX, the WTMD alarmed and he received a patdown.

The TSO walked over to his desk and removed his gloves. The TSO explained that he had to check for gunpowder residue. The TSO advised that the radar doesn t pick it up. The caller indicated that he is elderly and not a threat. He also expressed concern that other passengers did not receive additional screening of this nature and could have had gunpowder residue on them. He indicated that many passengers went through the checkpoint without receiving a patdown.

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can t they use the wand.
The caller is 6 weeks pregnant and is currently on fertility treatment injectable medications that are to be kept cool. She had a flight today and when she arrived for screening she declared her medications and set her carry on to go through the conveyor for x-ray. She then proceeded into the AIT machine telling the TSO that she was pregnant. During the scan she asked the TSO if this consisted of any radiation. The TSO said yes. The caller then began to panic repeating she was pregnant. She wanted to know how much radiation the AIT had, but the TSO did not know the answer. The TSO then referred the situation to the TSO Supervisor and they did not know the answer. The caller became scared and had to Google the information herself. She was so upset and scared that she missed her flight. She wishes to file a complaint with the TSOs at the checkpoint.

Advised caller:

8/15/2013 10:51:23 AM

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. They are not dangerous to pregnant women.

Airport: Louis Armstrong
Airline: US Airways
Flight #: 2084
Date and Time: August 15, 2013 at 6:15 am
Description of passenger: White shirt, very light pink jeans, carrying beige purse and maroon carry on luggage.
Location: Gate B15
Email: (b)(6)

Disability Description: Caller has metal implants.

Information Request: She said that every time she flies she is practically raped by the TSO s because she alarms the metal detector. She wants to know if there is another alternative because she doe not want to be felt up.

I asked her if she is referring to a patdown and she stated that (if that s the terminology you want to use).

She said that they do not have a AIT at Portand, Maine, so every time she alarms.

8/15/2013 1:11:56 PM

Response Details: I told the caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). The AIT will reduce the chances of having a patdown but not eliminate the chances of a patdown.

I told her that if there is no AIT then she can use the metal detector and if there are alarms then they would have to do a patdown. TSO s are trained to be courteous and respectful during this process and they should explain what they are doing in the process.

I told her that if she gives us her itinerary within 72 hours of her flight then we can send a request for assistance for her at the checkpoint. Also she may ask for a PSS while at the checkpoint if she needs assistance.

Caller did not have her flight information yet.
She also did not want email.

8/15/2013 7:29:26 PM

Caller recently had a bad experience with the pat down procedure at MSP. (b)(6) was travelling with her mother who recently had surgery on her wrist to Baltimore. They had opted out of the AIT to have a patdown because they didn t want her to go through anything that may have radiation. Her mother had a glove on wrist to cover the hand that had surgery and she was asked to remove it to have ETD test done it and was repeatedly asked to raise her arms for the patdown even though she stated she was in pain from doing this. The daughter stated she felt like her mother was treated as a criminal.

Response:
Apologized that she felt that she did have a bad experience with the patdown however the procedures you have told me the officers followed are standard patdown procedures. If you feel this needs to be addressed to the CSM of that airport you can contact us back and press option 5 and enter the airport code MSP and it ll give you the contact information for the CSM at that airport.
Caller:
Caller flew from JFK to Austria today. He opted out of AIT to have a patdown. The TSO left him waiting for 15 minutes. He let other people in front of him. He could not get a name of the officer. His spoke to two different STSO who would not give the name of the officer. The TSO was a short black male. He turned his badge upside down so he could not read the name. He wants a response from the CSM.

8/16/2013 5:10:00 PM

Response:
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.

I told the caller he can contact the CSM at JFK by phone at:

Name: (b)(6)
Phone:

Caller: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

8/17/2013 6:40:04 PM

Response:The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by applying new risk-based, intelligence driven screening procedures and enhancing its use of technology, while also improving the passenger experience at security checkpoints.

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. Transportation Security Officers use their discretion based on how old a child appears.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Airport security checkpoints are only one part of a multi-layered system for aviation security.
Also advised him would send this to the customer support manager at that airport.

From (b)(6)
Sent: Sunday, August 18, 2013 6:53 AM
To: TSAExternalCompliance
Subject: Endless delay and endless frustration

I will in brief summarize what has happened to me. I am a 56 year old, underweight woman who is disabled. For 4 flights out of 4 flights from SMF, I have been hurt, harmed or tortured with increasing severity over the last 2 years until my flight on June 14, 2013.

8/18/2013 1:05:35 PM

On June 14, I was tortured (according to UN Definition of torture) and permanently maimed by a TSA agent who brutally poked me in an open surgical wound dislodging a drainage tube and tearing out one of the stitches.

The pain was so horrendous that I ran away as fast as I could because I have a fight response to such intense and sudden pain. I went to the bathroom, where I vomited to the point of dry heaves from the intensity of the pain. Alaska Airlines helped me control the bleeding with bandages and ice, but I threw away my shirt and bra as being irrecoverably stained by the bloodshed. (Mistake, I know. I should have kept it as evidence.) This brutality caused me to have additional surgery at my point of destination in Seattle but I was nearly delirious with pain by the time I arrived at the ER.

It has now been 65 days since this has happened, and I have had no response other than a short conversation with (b)(6) and a plethora of insults heaped upon me by (b)(6), both of TSA. I have received a short phone call from the ombudsman who basically said that they would take my complaint (and probably throw it in the garbage at the end of the day.) I have contacted my Congressional Representative and my Senator both of whom had issued Congressional Inquiries. I have written TSA, gotten no response, other than my letter being returned for bad address - which I copied directly from your web site. I had to go through Congress to get the local postal address for SMF, and I was treated horribly for tracking that address down when the letter was returned for the third time. They sicked the FBI on me for expressing my rage and frustration at being treated with such insult and blatant disregard, twisting my words to their own devices in order to cause me further mental torment, and terrorizing my room-mates, and attempting to intimidate me further.

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: 8/18/2013 8:10:23 PM

Name (b)(6)
Email (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SJC on Saturday the 17 th at around 18:15
8/19/2013 8:29:53 AM
Comments:I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.

The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staf were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

Finally, the older officer came back (after yet anoter request being called out) and took me aside for a full pat down.

My issues with this experience are:
1) I waited around for the better part of 15 minutes in an empty airport with staff just standing around.
2) If other parents can go through the metal detectors (they haven't lost their effectiveness, obviously), then why was I not able to without the extra, unnecesary, hassle to collect my unaccompanied minor?
3) Metal detectors work just fine (the rest of the world uses them and we still trust them enough to let parents and several other groups through) so why are we treating people who choose not to use the AIT like terrorists? Last I checked, we were meant to be The Land of the Free, not the land of the pointlessly paranoid.
4) The staff member who patted me down (I didn't get his name) was gruff and obviously incensed that anyone would opt out of AIT scanning.

Caller needs to speak to someone over TSA.
He has went through the cost and aggravations for PreCheck. He has a metal alarm evertime he travels. He has a bad knee and has to the the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

Told caller
I could give him an address for John Pistole, he did not want it. I had ask him if I could help him. I tried to explain to him about the procdure for screening with metal.
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 verifing it was the metal
in the body instead of something on the body.

The PreCheck was designed for passengers with disabilities but was for more of a bussiness traveler. Anytime you go through screening and there was an alarm they will have to give a patdown to clear an alarm. He can write Mr Pistole a letter or he can go on the blog to make his suggestion of having the AIT at the PreCheck locations.

8/21/2013 9:31:45 AM

He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to Jeff B

It may or may not cause an alarm, it would depend on several things like the kind of metal or even how deep it was
in the body.

Escalated to a Suoervisor: I spoke with the caller and explained that there is simply no way for the TCC to put an AIT in the Precheck line. I offered him an alternative by having private screening when a patdown occurs. He was not happy with my suggestion. I offered him the HQ address he declined, I then told him that I simply do not have the authority to change the screening equipment in the checkpoints and that he needs to simply accept the procedures for what they are, security for his personal safety.

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn t anything that I could do for him here and ended the call. (b)(6)

DEN, PHL and MCO.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Tuesday, August 20, 2013 4:18 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/21/2013 2:17:49 PM

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?
NOTE:

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

Caller flew from Orlando to PHL and there was a problem with screening she was pulled aside and patted down and tested for explosives then they let her go. She states when she came back out of PHL the same thing happened again. TSA told her she was pulled aside because she has metal showing. She got worried and went to physician they did a ct scan and found nothing. She wants to know how to keep this from happening again.

8/22/2013 12:47:55 PM

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.

The caller and his girlfriend flew out of Laguardia Tuesday night 8-20-13 out of terminal C. As the caller went through AIT screening one of the officers at the checkpoint was seen by the caller making a pass at the callers girlfriend. According to the caller, an officer was overheard asking the callers girlfriend for her phone number. The girlfriend told the officer that she has a boyfriend and boyfriend informed the officer that he is the boyfriend. The officer took the girlfriend to the end of the check point to check her hands and after being informed that the girlfriend was with her boyfriend, the officer continued to ask the girlfriend for her phone number. The caller was complimented by another officer for keeping his cool and shook the hand of the boyfriend. The caller stated repeatedly that he didn t want to make a scene and end up on the news along with the TSA but that he would have been well within his rights to make a scene. The incident took place between 1800 - 1700. The travelers were flying to Raleigh Durham.

8/22/2013 2:13:38 PM

The girlfriend is African American 5 foot 4 inches and was wearing pink Aeropostale New York shirt. The boyfriend was wearing a dark blue Aeropostale shirt.
The officer that was speaking to the girlfriend was a tall African American male.
The officer with the boyfriend was an African American male and had a beard and shook the boyfriends hand for being so cool.

email address of the girlfriend is (b)(6)

I informed the caller that we regret to hear of this incident and I informed the caller that I would be forwarding this record to the customer support manager at the LaGuardia Airport.

8/22/2013 6:35:50 PM

(b)(6) phone number for the girlfriend (b)(6) The spelling of the female name was confirmed by the callers girlfriend at the end of the call (she got on the phone). The callers asked how long it would take to hear from someone regarding this issue. I informed the caller that I could only forward the information to the CSM at LaGuardia and their office would need to handle the situation from there.
The caller does not understand that when he flew recently, he had to empty his pockets if he also goes through an x-ray machine. He went through the SFO Airport and was instructed to empty his pockets which contained some large bills and he was embarrassed and also worried that if others saw the large bills, he may get it stolen. The caller does not understand why he would have to take his paper money out of his pocket because x-ray will go through the paper. He understands why he needs to remove metal from his pockets. The caller will be 75 years old next year.

I explained to the caller that there are possible dangers with anything in pockets and the best screening is still by human senses. I explained that technologies have improved and AIT is available today but that technologies of weapons have also improved. I also explained that the rule at a security check point is to follow the officer's instructions.
Caller flew from Boston Logan to Tampa. She said last August she flew from Boston to Florida her hair piece was missing from her purse. She said that her hairpiece is missing yet again. She said that this is the third time this similar type hairpiece has gone missing from her purse. She discovered it missing when she got home. She said that she was pulled aside for a search because she had an anamoly with the AIT. She said that leads her to another complaint.

She is always searched. Even when noone else is searched, she is. Another lady made the AIT buzz and the TSO just let her go. She said that she could not see her image on the AIT to see if there were boxes on it or not. JetBlues line was long and after 45 minutes a man left the line because he was so aggravated. Then they brought in more TSO s and the line started moving. She went through the AIT and had to have a patdown. She said that they wanded her down below and she does not know what that was all about but her whole body was searched. By the time she reached the gate the plane was late and everyone was mad, but she made the flight.

Airport:Boston
Airline:JetBlue
Flight Number:691
Date and Time:August 21 at 3:30 pm
Terminal or Gate:C
She does not have email.

8/23/2013 11:20:04 AM

I apologized to the caller that she is missing an item from her purse. I told her that she may file a claim for the missing item and I told her she would receive the form in her postal address in about 7 to 10 days.

I also apologized that she was not happy with her screening experience. 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. Passengers may also be selected at random for additional screening.

I told her that if there are anomolies detected by the AIT they show up on a generic outline of the passenger. Without seeing the other passengers image we cannot assume why she was not patted down.

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.

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.

TSA,

I appreciate your response to my email below but it does not address my concern. Before I sent my email I researched TSA policy and fully understand that Crew Members are not subject to the AIT machines. That issue was never in question. If you read the TSA policy though it does clearly state that all bodies, including crew members, must go through basic metal detectors and have bags checked in xray machines. In the incident I am reporting, a Flight Attendant bypassed both. She entered a active airport without anyone questioning her belongings or what could be in them. If this happens on a daily basis and is compounded overtime the possibility of a security breach surely increases.

TSA policy should be intact to protect the masses. I don't expect anything but the best and clearly that wasn't demonstrated.

Thank you,
(b)(6)

Sent from my iPhone

8/23/2013 8:04:08 PM

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 23, 2013, 5:34:31 PM CDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In Caller s pregnant daughter flew out of SLC this morning aboard JetBlue. She opted out of AIT screening and requested a pat-down. Caller states the male officer was very rude and inconvenienced by her requesting a pat-down. Caller s daughter has previously contact the TCC and verified that she is able to request a patdown in lieu of AIT screening. Caller does not have specific flight information and will call back when she obtains the flight number, gate, destination airport, and a brief description of the male TSO who she deems was rude. This incident occurred at approximately 8:30AM.

8/27/2013 11:53:55 AM

Resolution:

Advised caller we can forward her complaint to the SLC CSM when she calls back to provide specific flight information. Confirmed to caller that AIT screening is voluntary for all passengers. Any passenger, including pregnant passengers, may request a pat-down in lieu of AIT screening.

Caller stated that he had a Pacemaker. Caller stated that he felt that TSA employees should actually have to request for medical proof stating that he has a pacemaker because of an article that he read stating that someone could get on the plane with an internal device similar to a Pacemaker and blow up a plane. Caller stated that he spoke with a supervisor at the BOS airport and they stated that the rules are made by congressmen and she wasn t one to suggest it. Caller stated that he would like to see this in effect because whoever has a pacemaker is provided with a card stating that they have a pacemaker.

8/27/2013 2:29:35 PM

Advised Caller:
passengers who have internal medical devices like pacemakers or defibrillators.If a passenger has an internal medical device such as a pacemaker, 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. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) should affect such devices. This is done for his safety to ensure that he can safely go through screening.

I have notated his suggestion.
Caller flew out of the El Paso airport and was made to remove his belt. He said that he was surrounded by the TSA agents and forced to remove it. None of them could agree however if it was policy to remove it. He is requesting an e-mail of our official policy.

8/27/2013 7:37:18 PM

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

Sent e-mail of template

Caller stated that every time he flies from JFK he wears paper slippers and they give him a hard time. He just traveled to Orlando on August 8th. They asked him to remove them and he said that he cannot remove them. Then he had the patdown and the girl still insisted that he take off the paper shoes. This only happens at JFK and has occured on several occasions.
He said the supervisor just stood there with his hands on his hip. The TSO that patted him down was a black female, about 160 or 170 pounds. The supervisor was a white male who wore glasses and was about 200 pounds.
He asked if he can get a copy of the policy.

Airport:JFK
Airline:JetBlue
Flight Number:483
Date and Time:August 8th 10 am
Terminal or Gate:21

8/28/2013 6:50:28 PM

I apologized to the caller and told him that 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.
Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.
I also told him he may ask for a supervisor at any time.
Sent email.
I apologize
Caller and dad flew from MSP to SEA and through security at MSP everyone had to go through the body scanner. She is 17 weeks pregnant, should she have been directed through that technology?
States they didn t see any signs posted at the AIT machine informing they could opt-out.

8/30/2013 11:01:56 AM

Response:
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.
This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.
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.

Explained AIT is a voluntary alternative screening process and she always has the right to opt out.
Recently flew from DEN wanted to talk to someone about the screening. She said the screeners were lazy. She got there at 4:55PM and went through taking shoes off and putting her stuff on the belt. She told them she was going to opt out and do the patdown. She does this all the time because she doesn t trust the AIT machine. She said some of the officers were standing over in the corner talking. After a while of waiting one of them finally motioned her over.

8/30/2013 12:46:20 PM

Response:
Apologized taht she had a bad experience at the checkpoint. We do keep a record fo all complaints and if we do find that this is a repeating issue at a particular airport we would forward this to the CSM at that airport so they can take proper action. If you would like you can also contact the CSM at the airport yourself and to get their contact information you ll need to call this number back and press option 5 and enter the airport code DEN and it ll give you their contact information if you would like to contact them as well.

The caller flew from SAV, and was identified for additional screening with a patdown and ETD. He wanted to know why this happened, and if this would happen again.

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.

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. 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, or identified for additional screening at our nation's airports or ports of entry.

8/30/2013 5:05:29 PM

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. 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 Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.

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.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/31/2013 7:29:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/28/2013 4:40 PM Airline & Flight Number : Delta 26 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : unkown Comment : I asked twice if my son who is 13 could be screened by the metal detector instead of AIT. Both requests were refused. Each time the agent told me "AIT is the primary method of screening." That is obvious. I suppose I should have used the phrase "alternative screening requested." According to your website that is my right and my right was denied. He led me to believe that only children 12 or under could avail themselves of screening other than AIT. I feel that it was obvious that I didn't want my son to use AIT screening. In my opinion the TSA agent was being deliberately obtuse.

9/1/2013 9:40:45 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

To Whom It May Concern:

I am writing about my experience moving through the security line at the airport in Burlington, VT in the hopes that my encounter will lead to more sensitivity training.

I am pregnant. While my obstetrician cleared me for flying, she also instructed me to opt out of the AIT screening. I appreciate the need for safe flights, and I am resigned to the pat downs of which I have had several. At the Burlington airport, however, the agent was immediately irritated at my request to opt out of screening. She lectured me on the safety of the AIT screening and then barked at me when I did not correctly guess where she wanted me to walk. During the pat down, she was antagonistic. When she got to my waist, she demanded I remove my bellyband in front of other passengers though doing so would reveal my underwear. I had just attended a conference with several of the passengers walking by and was humiliated. When I refused to remove that vital item of clothing (the bellyband), she blamed me for not requesting a private screening.

9/2/2013 9:01:25 AM

I understand the need for careful security checks and I appreciate flying on a safe plane, but all passengers deserve to be treated with courtesy and dignity. While agents might disagree with a doctor's orders, they should understand that a passenger is likely to follow the medical advice she has received from a trusted professional. When passengers opt out of the AIT screening, agents should give clear and polite instructions about where they want passengers to walk and stand, rather than expecting passengers to magically know and then shouting at them when they step on the wrong patch of carpet. Agents should be mindful of a passenger's belongings and ensure they are watched and safe. Finally, agents should be trained in how to pat down pregnant women. It would be useful for them to learn about maternity clothing—particularly the bellyband that allows women to extend the time they can wear non-maternity pants. While kindness would be ideal, screeners should at least restrain from open hostility.

It is already uncomfortable to fly while pregnant. But it is particularly unpleasant to be humiliated by the TSA agent before the journey has even begun.

Thank you for taking the time to consider my experience.

Sincerely,

(b)(6)

Caller flew on August 14 out of JFK. As he went through the AIT machine with money in his pocket, the officer at the checkpoint told him that he was required to take the money out of his pocket or he would have to go all the way to the back of the screening line and go through screening again. He took the money out of his pocket and put it in the bins for screening. Caller wants to file a complaint because of the rudeness for the screener and also like to get the lost and found number to JFK to see if the money has been turned in because it was missing at some point after or during screening.

Advised,

9/4/2013 4:26:39 PM

Airport: JFK
Airline: Delta
Flight Number: caller does not have the flight number available
Date and Time of Incident: August 14, he came through the checkpoint around 9 to 9:30 Pm

Location: Terminal 4, he is not sure of his gate number
Contact info: (b)(6)

I advised caller that i will be submitting this complaint to the CSM at the JFK Airport. I also provided the caller with the phone number to JFK s lost and found to see if the money had been turned in. Kennedy International Airport 718-917-3810

Caller wants to complain about harassment through JetBlue security.

On two occasions, he was treated badly by a TSO.

He is an Indian and has a beard and he is not a terrorist. The first time, he went through the machine that screens you. Before then, he was told that if he had any substance or unwanted materials, he will know.

Why would he tell him that?

The TSO is African American.

He went through again yesterday. Caller did not realize that the TSA was talking to the passenger in front of him. and got confused. Then he forgot about two coins in his pocket.

The TSO asked him why he didn t realize that he had these in his pocket.

9/5/2013 10:03:09 AM

After he went through screening, the TSO was rude to him and not to anyone else around him.

That TSO wants to

340 hrs JFK to MCO.

Flight 83 last date.

I asked caller if he felt that he has been discriminated against

****

Accepted Transfer from (b)(6)
He stated he was discriminated against at JFK.
He is an Indian man and he wears a beard.
The Officer told him before he went to the AIT machine that if you have any substance on you I will find it.

-----Original Message-----
From: (b)(6)
Sent: Thursday, September 05, 2013 4:32 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Iver, Bucks, SL0 9BP

9/5/2013 10:35:16 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?

Disability Description: Caller is going to be traveling for business with State Farm. Caller said that when she comes home from Blooming ton she is always subject to additional screening because she has metal implants.

Information Request: Caller wanted to know how she can avoid the additional screening.

Response Details: Advised caller when going through screening with metal implant it generally does cause a alarm when going through the WTMD.

If the airport that you are traveling from has the AIT you can go through that. However if there are alarms or anomalies a patdown is required.

Caller said that they Don t have that machine at that airport.

9/6/2013 11:00:58 AM

Told caller that a Patdown would be required in order to travel.

Caller said that she also has to undergo ETD sampling and she does not understand why this is done ever time.

Told caller that is standard screening procedures that she can request a PSS for assistance if needed.

Also advised caller that I can forward her complaint to the CSM at that location for review.

Caller said that she did t want to do that she would just try to talk them there the next time that she travels.
Emailed caller information.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

9/6/2013 11:03:02 AM

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.

I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.
The caller asked if there was a specific screening process for muslin women. He indicated that he traveled out of IAD about a month ago to Los Angeles and witnessed two muslin women in traditional garb. The caller indicated that they opted out of the AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

The caller asked if they could have opted out of the AIT.

The caller mentioned that he would send his wife through the checkpoint dressed as a muslin women.

The caller's ultimate complaint was that the women did not receive a thorough pat down.

I explained that the screening process and procedure is the same for all passengers passing through the checkpoint regardless of their religious affiliations. I explained that AIT is voluntary and passengers can opt of the AIT to receive a thorough patdown.

9/6/2013 2:57:46 PM

I explained that patdowns should be conducted by TSOs of the same gender. TSO are trained to use the back of their hand when conducting a patdown of a sensitive are and the palm of their hand over a non sensitive area.

A passenger can request a private screening. During a private screening another TSA employee would be present at the passenger can request for someone to be present with them as well.

i advised that a passenger can t request the WTMD in lieu of the AIT or a patdown. I advised that the ladies may have been referred to the WTMD. TSA incorporates random and unpredictable screening at our airports to keep those who want to do us harm from circumventing the system.

I advised that patdowns are required to clear alarms and passengers can be chosen at random for a patdown screening. I advised that a limited patdown may be required to clear an alarm in a specific location.

I advised that I had decameter his concern.

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.

Passengers can wear whatever they like through the screening checkpoint.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller
I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint, why can they not post a sign.
I am forwarding her complaint to the CSM so they could address her complaint for her.

9/6/2013 3:01:34 PM

If the passenger cannot be separated from the device, he or she cannot be screened by the walk-through metal detector or Advanced Imaging Technology (AIT) and will be screened using a patdown procedure. 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.

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

Disability Description: The caller takes medication for a skin condition.

Response Details: Advised caller I would send claim forms via email and send the information to the CSM at the airport. Advised caller if the CSM has further questions they would contact her either through her email address or the phone number. Sending the DRFI information via email and sending to ODPO.

9/7/2013 12:45:37 PM

Incident Details: Caller flew from Las Vegas to Atlanta on Delta Airlines. Caller stated when she went through the checkpoint she was stopped because of the liquids, gels and aerosols. Caller stated she opted out of the AIT machine and requested to have a patdown. Caller stated the screener was rude at the checkpoint and she couldnt bring her liquid medication through the checkpoint. Caller stated all of her liquids,gels and aerosols were 3.4 ounces or smaller and the passenger feels like the screener wanted to keep the items. Caller wants to be reimbursed for the items that were taken. Caller stated the liquids the screener took were for a medical condition and the passenger explained to the screener the liquids ere medically necessary for a skin condition. Caller stated the screener was very rude.

Incident happened:09-06-2013@02:00pm
Airport: McCarran
Airline:Delta Airline
Flight number:2202
Gate Terminal:Gate D36

9/8/2013 10:11:28 AM

Caller dropped off a friend at the airport and she missed her flight, the reason was because she was being screened by the TSA for about 45 minutes. So she would like to know why we take so long.

Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared, if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding.

The caller left his laptop at the TSA checkpoint yesterday after going through screening. He opted out of the AIT and after packing his stuff up to go on to the flight. He came back to the checkpoint, Terminal 1 checkpoint 1, and was told that the item would have been taken to the lost and found. He said that he called the lost and found at ORD and they were not open on the weekends. He said that he left a message, but is concerned because he is a musician and will be traveling next week to Europe. He needs the laptop. He wanted to know if there is anyway to speak to someone at ORD to confirm that his laptop is at the lost and found.

I told him that if the lost and found is not open, the only other point of contact is the CSM. I told him that the CSM may not be in on the weekends. He can try to contact them via option 5 on the IVR by entering ORD after selecting option 5.

Then, he said that the number he was provided for TSA at ORD is 773-277-1210.

I told him that this is the lost and found for ORD; not the CSM.

9/8/2013 11:18:23 AM

Chicago
O Hare International Airport
773-377-1210

Then, he asked if I had the telephone number for the CSM at ORD.

I provided the contact number for the CSM at ORD. I explained that if none of the offices are open on the weekend, he may have to wait until Monday.

Phone: (b)(6)

The caller wanted to report a rude screener. She said that she turned 75 on the day of her flight and had reviewed the screening procedures previously to her flight. She knew the new expedited screening procedures for passengers 75 and older allow passengers to keep on their shoes and light outer wear. She had a light fleece vest on over her t-shirt and the STSO told her that she has to remove it. When she questioned his instruction, he told her that he did not care what she read on the TSA website and that he makes the rules. She wanted to compliment everyone else, but this STSO, because they treated her very polite and professional. She said that he also made the comment, Do you want to make it to your flight, or make an argument? She said that she has traveled since she was 13 years old and keeps herself updated on the screening procedures and policies. She did not remember the name of the STSO, but knows that his first name began with a (b)(6)

I apologized to her for the STSO being rude to her and advised that I will send this record to the CSM at BOS because this complaint concerns an STSO at BOS. I will also inform the CSM of her compliments for the other TSOs conducting her screening at BOS.

Departing Airport: BOS
Airline: Jetblue
Flight Number: 1475
Approximate Time of Screening: between 4:45PM and 5:15PM
Departure Time: 7:42PM
Terminal C
Destination: OAK

9/8/2013 4:22:22 PM

She also asked if she was correct about the new expedited screening procedures for passenger ages 75 and older.

I reviewed the following information with her:

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.

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 9/8/2013 5:06:23 PM Airport : CMH - Port Columbus International Date/Time of Travel : 09/08/2013 5:30 PM Airline & Flight Number : swa 987 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

9/8/2013 7:11:21 PM

Comment : The agent manning the AIT entrance was very rude. I'm traveling for the first time in a wheelchair although I am a very seasoned traveler (previously w/o a wheelchair). The agent was belligerent because I refused to stand in the AIT machine even though I am not medically permitted to place ANY weight on my right leg due to intensive knee reconstruction surgery. Even the wheelchair attendant told me he was going to mention to the supervisor that the TSA agent was rude to me. With the exception of that one person, all other agents were very nice & helpful.
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 stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

9/9/2013 1:49:58 PM

CCR informed her:
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. This is required when someone alarms.
Caller stated that he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

9/9/2013 3:05:56 PM

Gave the caller the following info:
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.

From: (b)(6)
Sent: Wednesday, September 11, 2013 12:40 PM
To: TSAExternalCompliance@dhs.gov
Subject: Harassment by TSO AT Newark Airport

MY name is (b)(6) On August 27,2013 at approx. 2:40 pm I was directed to the AIT unit for screening I complied. I was told by TSO (b)(6) to step forward, and I came out of the booth. I stood there for while and a lady TSO patted down a passenger before me. After the inspection of the passenger was completed I step forward to collected my luggage. TSO (b)(6) shouted at me "get back here!" he said. I came back to him and I said I thought it was OK to go because you stood there all this time doing nothing. He ask me to repeat what I said and I did. He then told me sit down in a chair by the side. I asked why and he told me because he said so.

9/11/2013 2:11:09 PM

I sat in the chair for awhile and nothing was said or done. I then ask if I was being punish for asking him a question. At that point I called him a racist, and he went on the radio and said some code that I don't understand. A few minutes after, a supervisor Todd Santavpia came, escorted me and my hand luggage to a room where he examined my body and my luggage.

Supervisor (b)(6) was respectful and professional.TSO (b)(6) was rude and unprofessional TSO (b)(6) tried to bait me into being disruptive and I refused to stoop to his level.

I did board JETBLUE Flight 543, and had a safe, enjoyable flight to West Palm Beach.

Sincerely

9/11/2013 2:52:14 PM

Heard of the program that is costing $85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her lugs that she was going to touch her in her private area. She stated she hasn t flown since because she was traumatized by the experience.

Response:
Apologized that she did have a bad experience however the $85.00 will be for precheck which is an expedited screening procedure. Going through shorter line, not having to remove shoes and things of that nature you are still required to go through the screening procedures such as WTMD or AIT and you could still be subject to a patdown.
The callers sister in law flew from North Carolina today and she had her hands swapped with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passengers missed there flight. He asked if TSA would reimbush the cost of rescheduling a flight or make arrangements for the passengers.

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

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (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.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. 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. TSOs are trained to resolve these alarms using a variety of resolution techniques.

9/11/2013 7:44:11 PM

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.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

They can file a claim with TSA. However, generally we do not make flight arrangements or do anything if a person misses there flight.

9/14/2013 9:26:53 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2013 5:57:19 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/14/2013 5:15 AM Airline & Flight Number : aa1219 Checkpoint/Area of Airport : Gates 23-34 TSA Employee: (If Known) : (b)(6) and (b)(6) Comment : Told TSA Officer that I could not raise my arms for the time needed for the AIT millimeter machines. Was directed past metal detector for a pat down. I stated that I did not opt out, but could not raise my arms for the time needed for the AIT millimeter machines. Spoke with TSA Office (b)(6) who acknowledged that the person at the checkpoint entry made a mistake (she indicate that this person was new), and that I must now go through a pat down. I asked if I could go back out and through security again. (b)(6) said that I could. After a few more minutes of discussion, I decided to do so. I was then told by TSA Officer (b)(6) that this was not an option; that I must go through a pat down (there was no choice). He was rather aggressive in stating this (he did not create an atmosphere that inspired a feeling of safety). I was then forced to go through an enhanced pat down. Note that I am also TSA PreCheck qualified.
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 is on Dialysis.

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.
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 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.
Travelers may call TSA Cares toll free at 1-855-787-2227
Advised caller she always has the option of speaking with a PSS upon arrival at the airport if needing assistance.

Advised caller some airlines have special lanes set aside for passengers with disabilities, traveling with children, etc., nothing that TSA endorses. She can always ask to be directed to one of those lanes if the airline sponsors.
Explained to caller she should inform the TSO of any assistance needed before beginning the screening process and her level of ability.

9/16/2013 2:09:58 PM

Incident Details: She states she flew on 8-24, from Akron-Canton via ORD to SFO and experienced disturbing things with TSA because of having a disability. Stated TSA members don t seem to be affiliated with passengers with disabilities, being on dialysis she travels with unusual items, cleaning agents for herself and her machine. States she was put through extensive checks and her machine was ran through the x-ray machine twice. When it came to checking her she went through the AIT scanner and she was standing there and a TSO agent was touching her arms and her feet because she didn t remove her shoes. She was then taken to a room and they proceeded to check her entire body which was extremely uncomfortable. Never been through such a screening before, explained she had a letter from her doctor and they didn t seem to care.
The TSOs were a male, middle aged possibly in 40s and an older female, brunette short bob, approx. 5 4 or 5 5. The other lady that was in the room was very kind, didn t say anything or touch her.
She doesn t think she needed that much screening.
Flight # UA5830, Gate # not available., flight departed at 10:17AM
When she returned from SFO she didn t experience anything remotely like at Akron. Flew from SFO to HI and on return flight she didn t experience the same check in HI. Flew from HI to LAX and when she left yesterday she wasn t checked as in Akron. She thinks it was all uncalled for at CAK, she cried and felt uncomfortable and isn t asking for anything, just trying to get justice for people with disabilities and handicaps, they could have different lines for those individuals. TSOs need to be more sensitive to someone that has a disability and need to be careful because maybe someone doesn t like to be touched, been abused, etc.

Disability Description: The caller indicated that she has cancer of the eye.

Response Details: I advised that her complaint must be submitted in writing and advised that I would email information on how to do so.

I advised that I would also refer the information to the CSM at DEN to make them aware.

Incident Details: The caller indicated that she passed through the TSA checkpoint at DEN between 12pm -12:15pm. The caller advised the document checker of her condition and that she would like to opt out of AIT. The document checker referred her to an African American TSO near the AIT. The caller advised of her medical condition again and that she would like to opt out of the AIT to receive a patdown. The TSO lectured her on the fact that the radiation emitted was the same as on the plane and when using a cell phone. A female TSO advised that radiowaves, and not radiation was used. The caller contacted her doctor and advised that radiowaves had the same effect.

9/17/2013 2:33:57 PM

She was made to go through the AIT and indicated that it caused so much anxiety that she had to take medication.

The caller indicated that she always receives such difficulty at DEN in regard to opting out of the AIT; however this is the first time that she was refused to be permitted to opt for a patdown.

She indicated that she intends to seek an attorney and would like to make a formal complaint. She does feel that she was discriminated against and received desparate treatment.

The caller was traveling with Delta flight D12108 departing at 1:25pm from gate C36. The checkpoint was on the 5th floor.

She did not have the names of the TSOs.

Caller is disabled in her upper body and caller states her disability is not obvious. Caller said she does not need wheelchair assistance from the airlines. Caller has trouble carrying and trouble lifting. Caller has trouble lifting her arm. Caller does not like going through the AIT but stated she has been forced to use it anyway.. Caller said she has asked the TSOs to assist her in lifting her bag but has not received the help she needs. Caller said she has asked for a supervisor in the past and has been told that they are too busy to get a supervisor. Caller said JetBlue and Southwest assist her with lifting her luggage once she is on the airplane. Caller wanted to know what she can do in the future to get someone to assist her. Caller wants to use TSA Cares to lift her luggage. Caller complained about the TSA Cares line did not give her the option to select to just get information only. Caller stated that airlines have had to pay her because they did not follow the disability laws. Caller does not have any flights scheduled at this time. Caller did not name a specific airport in regards to this complaint.

9/18/2013 12:43:32 PM

I told the caller to request a PSS or supervisor before she starts her screening, but caller stated she is not getting the help she needs
I am leaving this in pending template because the caller wants assistance lifting her luggage at the checkpoint and she specifically wants this help from TSA cares .

9/18/2013 1:55:36 PM

Caller has an issue with 2 TSA employees who work at LAS, (b)(6) and (b)(6) TSOs. Caller states when entering the security checkpoint there was a lady before (b)(6) and he was walking briskly because he was late. This TSO put her hand out and wouldn t allow him through the barracades. She takes his ID and looks at it, he has a beard and stands 6 4 and she made comments about him being islamic. States he is a rodeo cowboy and makes his living traveling throughout the US, was wearing a 5 inch brim cowboy hat, wrangler jeans, boots and professional PRC shirt, caucasian male.
(b)(6) was TSA security and her supervisor is (b)(6) he spoke with the supervisor and TSOS advised him to call the TCC.
After placing his laptop and business papers and other items in the trays, he gets in the AIT and steps out afterward and the TSO, (b)(6) told him to stop and placed his hand on his chest.
Without proper notification the TSO started feeling of his neck, chest, upper body, etc., didn t say he needed to give him a search, patdown, etc. Said he was stopped in line and the TSO felt his back, stomach, chest area.and the way he did it wasn t a proper search.
His complaint is that (b)(6) inappropriately touched him and (b)(6) made the racial comment to him.
Flight departed at 7PM, Flight # 245, Gate # 28.

Response:
(TSA) regrets any unprofessional treatment you may have experienced. 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.

Attachment:
Name: (b)(6)
Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Alameda, CA, 94501
Email: HYPERLINK (b)(6)

9/19/2013 9:58:55 AM

What happened?
I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.
I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, 'look at this red light" ; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again; told my spousal partner to move forward away from me. His name is (b)(6) He was forced to go through the scanning process and never allowed to be with me.
I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.
Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down. EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!! He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was EXCESSIVELY SLOW AND EMBARMSSINGLY physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!
After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.
She took the swabbing material and attempted to process it through the machine #1. GUESS WHAT??? THE MACHINE WAS BROKE!! She then took my swabbing material to another machine. She tried a "test' on that machine and guess what??? She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results.' She stated, this machine is also broken."
The male TSA agent then spoke to his supervisor. He said, You know, we need to have these machines calibrated because they are not working." She replied, IA/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over
to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.
He denied any knowledge as to wlry I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:
FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!
TSA POLICY PERYOUR OWN WEB_SITE RE: Pat-Downs
What to Know Before You Go
If a passenger cannot or chooses not to be screened by imaging technology 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

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flys with his children and it gets out of hand. He stated that he gets a patdown everytime.

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.

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 online by entering the RCN.

9/19/2013 2:04:01 PM 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.

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 and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

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.

The caller is flying from PBI, and the supervisor indicated that the passenger must remove all items from his pockets before the screening began. However, the caller, who is on military orders and in uniform, indicated that this has never been required at any other airport. Also, the supervisor requested his military orders, and the caller informed the agent that this has never happened either. He wanted to file a complaint regarding the inconsistency at PBI compared to every other airport he has flown through.

Flight Information:

Date and Time of Flight: Sept 20, 2013; 11:59 AM
Departure Airport: PBI
Airline: US Airways
Flight Number: 3429
Terminal and Gate Numbers: The caller believed the Gate was B 9.
Supervisors Last Name: (b)(6) but he refused to give the passenger his first name.

9/20/2013 10:58:48 AM Advised Caller:

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

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.

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

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

The caller called regarding his laptop that he left at the screening checkpoint at LAX. EID (b)(6) The agent he spoke with was agent (b)(6) He was given the number to the lost and found at LAX as 310-242-9073 but the caller states that number is no longer in service and does not go through. The caller and his with were traveling with his wife's grandmothers and her fathers remains. They opted out of the AIT and the urns and their items were being screened while they were being patted down. They flew from LAX to SFO on United flight 5554Y and then going to Medford, Oregon. The caller states that he had about 4 bins of items. The caller states that his wife was very upset and when he went back to get his items he forgot his laptop at the screening checkpoint. The caller wants a number he can contact to find his laptop. The caller filed a claim when he landed in SFO.

9/20/2013 11:28:24 AM

Lost and Found
Los Angeles International Airport
310-242-9073

CSM
Name: (b)(6)
Phone:

The caller filled out a form at the airport regarding a complaint. He has called and left voicemail to the CSM. No one has called back. A complaint was done in July.

The passenger had previously filed a complaint regarding a patdown and there was follow-up feedback from the CSM. However, the passenger is not satisfied with the CSMs response and would like to send the complaint to someone else.

Original complaint: 1037460

9/20/2013 1:23:03 PM

Caller flew from HOU on 07 08 13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, What are you doing? two times. The TSO told him that he needed give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to, go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officers name is (b)(6) He got the name from his supervisor. The STSO gave him a complaint form to fill out. He stated that (b)(6) was one of his best TSO s. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The STSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

(b)(6)

Disability Description: The caller has a wound on his leg in a bandage to keep the infection out and uses a cane.

Response Details: I apologize that you had a bad experience at checkpoint.

There is not limit on carrying cash but the officers may question it if they believe it is from an illegal activity.

I can send a claim form to you to complete for compensation on the lost items. This will be investigated.

The AIT does not actually look for metal so other types of things can alarm it.

I offered to go over the information about filing a complaint by email, mail, or both. The caller asked that I send it to him so he could have it in writing.

I will forward this information about the complaint to the appropriate place. However, you should also be sure to send it in writing for it to be considered complete. That can be sent by mail or email.

You can ask for a PSS at the checkpoint in the future, they are there and trained to assist passengers with disabilities or medical conditions go through the screening checkpoint.

9/23/2013 12:05:37 PM

Incident Details: The caller has a complaint. He flew out of ORD on Friday. They had a delay going through because they were carrying a piece of cheese. The TSO was unsure of what it was so it took longer for them to process it because it was a well wrapped square block. He also had to carry a bag of medical supplies and had no problem at ORD with those supplies.

However, he had an issue with the medical supplies at PHX. He had a quart bottle of liquid wound cleaner, he had a bottle of 90% spray alcohol, sterile water and a bottle of a drying agent that was also a spray. He walks with a cane and is not very steady yet because he just changed from a walker. At PHX they asked if they had anything and he told them about a laptop and iPad. They had about 8 bins when they finally put their items through on the belt. They would not allow him to take a cane in the AIT at all. He got in there and asked for his cane to help him get out but the officer would not give it to him. He tripped out of the AIT and another agent caught him. He alarmed the AIT so he had to have some additional screening as well. He told the officer that he has medical supplies and to feel free to go through it to check. The TSO said she had to open the alcohol to check the liquid, they also had to open the sterile water and his other items. He told them that opening the bottle would make it no good because it was contaminated. They did this to all of the sterile liquids causing air to get inside. He also has Lotramen that he uses as a drying agent. He told them that they could spray it but they would not do that. He also had a bottle of antibacterial soap that was over the 3.4 ounces and they said that he could not take that, he also had ointments and other dry supplies. He had an infection that he was able to get rid of and was nervous about not having the items be completely sterile to use.

The lady threw his things back in the bag when she was finished and he told her that he would appreciate if she put the items back in neatly. When he got to the plane he realized that his alcohol had spilled all over his medical items in the bag. The lid was not put back on correctly and when she threw it in the bag it spilled on everything causing the bag to smell strongly like alcohol.

He was carrying $8,000 and when asked he said it was none of their business, which was apparently a red flag. He does not think that it should be a problem that he carry that.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Saturday, September 21, 2013 12:56 PM
To: CRCL
Subject: Fly Rights - New Report from Chuck Newnham

9/23/2013 12:12:23 PM

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

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? no
Religion? yes
Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers,separating from parents, etc.?
Considering flying again.and has a newborn daughter, 4 months old who will be in a carrier.
Are they still patting everyone down and do they still have to remove shoes, etc.?

Response:
WTMD, AIT and Patdowns are 3 methods of screening.
9/23/2013 12:45:19 PM Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine.
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.
Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child.
Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc.
AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process.
Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.

Caller stated that she flew from EWR to PHX on 09 15 2013 on US Airways and stated that she that the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should of been treated. She also stated that her Luggage was also inspected and thought that they may of been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suit case was also searched and all that she had in her luggage was a curling Iron and hair drier advised the caller that her baggage was probably search to clear and alarm. She did state that there was a NOI inside the suitcase.

9/26/2013 10:48:47 AM Gave the caller the following info:
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.

Gave the caller the following info:
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

Disability Description: Caller was reading today about TSA special services.

Recently they flew from New Jersey- Newark, and his daughter was pregnant and had a patdown and it really embarrassed him.
She could not go through the Scanner.

Information Request: He wanted information about his daughter Opting out of the AIT because of her pregnancy.
He does not want her patted down in the open area.

Response Details: Told him a passenger can opt out of the AIT for health concerns and we must resolve their screening with at patdown.

She can request a private patdown at any time.
During a private patdown another Officer of the same gender will also be present.
It may take a few minutes for 2 Officers to be available.

9/26/2013 10:58:41 AM

He asked if they have to call in advance to do that.

Told him they do not.
When she informs the Officer she needs to avoid the equipment and have the Patdown she can let them know she would prefer a private one.

Advised I will send an email of the information.
He can share that with his daughter.

Also let her know:
If you have any concerns or need assistance at the checkpoint you may ask to
speak with a Passenger Support Specialist.

He asked if the Passenger Support Specialist is in the same area.

Told him they may have to get one for them but we have PSS available.

9/26/2013 12:45:28 PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/26/2013 9:58:47 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/10/2013 2:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : A West
TSA Employee: (If Known) :
Comment : Hi, I went through security during either a shift change or massive rotation of personnel through positions and it was confusing. The TSA agents were giving conflicting directions, for instance the gentleman at the X-ray machine told me to wait to send my items through (you know the process better than me, but they run the belt empty, pass what appears to be a brick through, change operators, then resume normal operation). The woman who rotated to start working the front of the AIT area was irritated at me for not running my bag through, even though the man at the x-ray machine had not yet cleared me to do so. That's the best example of the conflicting orders that had been issued, but in the space of a few minutes, there were several more including "stand there" and "why are you standing there, come here"-type of statements. The whole change around seemed a bit disorganized.
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

Disability Description: Caller is on oxygen.

Response Details: Advised the caller:

Apologized for the experience she had at the checkpoint.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. 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.

9/26/2013 1:05:49 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. 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.

Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.

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.

9/26/2013 4:43:19 PM

Incident Details: (b)(6) had a trip on Monday 9-16-2013 from Denver to Baltimore. When she went through security she had problems. She is 76 years old and is required to be on oxygen. She is almost blind and has less than 27 percent lung function. When she was going through the security the TSO asked her to take off her shoes, which she told the TSO that she was 76 years old and did not have to take off her shoes. The TSO then told her that she did not look like she was 76 years old. She then was told to take off her oxygen. She had to stand in the line for a long time before she when through the AIT without her oxygen. She was able to stand on her feet and lift her arms above her head to go through the AIT. She said that she felt like she was just about to collapse without her oxygen. Her oxygen was not avaliable for her after her screening. She actually made it to a bench and collapsed. She started yelling for her oxygen and someone gave her oxygen at that time. Caller indicated that she traveled last Friday, September 20th, from SEA to LGB on JetBlue flight 1007 that departed at 1700hrs. She was calling because when she was going through the checkpoint for Gate D5 around 1600hrs, a very tall blonde female TSO was operating the AIT told her after being scanned, that she needed additional screening because her butt looked fake on AIT. The officer conducted a patdown and ETD screening, made derogatory comments about the travelers rear during the process. She said that while the officer patted down her rear she commented that she was wrong and it was real. Caller said that she could be identified due to arriving to the checkpoint on crutches. She also wanted it noted that she had a colleague who was about ten passengers behind her that received the same treatment, only her anomoly was her breasts; the colleague intends to contact the TCC about her incident later as well.

Apologized to caller for her experience and 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. Advised that we would forward her complaint to the CSM at the SEA airport for review and see if any additional assistance can be provided.

So much for random screening. You jerks randomly screened me on my flight home as well. This is pure profiling and nothing more. You have never found anything in any random screening.
From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!
I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION.

Sincerely,
One pissed off voting american,(b)(6)

On Sep 23, 2013 12:14 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

9/26/2013 8:21:01 PM

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

We hope this information is helpful.

Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.
Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn t touched him enough during the patdown.
Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?
Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:
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. WTMD, AIT or Patdown is required to complete screening process before allowed to board a flight.

9/27/2013 9:56:29 AM

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.
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.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.
Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.
Advised caller to empty pockets of all items and place in carryon before beginning screening process.

The caller stated that he opted in for his precheck through United Airlines. The caller stated that he has recieved it in the past but has not recieved it this past trip. The caller wanted to know the what the issue is. The caller stated this was the first time that he has not received it. The caller also stated that his arm is in a sling and wanted to know about the screening process.

Advised Caller:

9/29/2013 10:29:16 AM

It is important to remember that frequent flyers who are eligible for TSA Pre\u2713™ with their airline are considered for expedited screening only on the airline that invited them to join. In addition, even if a passenger opts in for TSA Pre\u2713™ this does not guarantee that he or she will receive expedited screening each time they travel. TSA will always incorporate random and unpredictable security measures throughout the airport.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. 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.

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. Passengers can be screened using Advanced Imaging Technology (AIT).
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 indicated that she concerns in regard to two separate screening instances that occurred at IAH.

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred it it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn t understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

9/30/2013 8:40:19 AM

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

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

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines..

9/30/2013 9:38:19 AM

I told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number.
Manchester Airport
603-624-6349

9/30/2013 11:26:25 AM

Caller worked with United services which is a cleaning agency in the airports. Caller stated that he went through screening recently in ORD and a female TSO stated that the window bucket needed to come off his cart. He told her that this was not able to come off unless she had a knife to cut the strings off but everyday he goes through the checkpoint, there is not an issue. She flipped this bucket up and down and then it went through the checkpoint once she was done making a big scene. She was very rude in all ways. He scanned his ID card and placed his finger on the device and it turned green however, she made him do it again and told him in a nasty manner that she did not see him do it. She barley let him go through the AIT and after all this, she went and told her manager something.

He was terminated because of this TSO agent and no one will review the videos. He is italian and she was a bigger black woman and he feels that this woman has it in for him. He feels that it was because of discrimination.

CCR transferred him through to the MB desk at x(b)(6)

Good Morning James,

(b)(6) provided the below additional information on her complaint which happened at JFK not LAS. I am sure that you will be able to assist her with her concerns over her experience at the TSA security checkpoint.

Sincerely,

Laura L. Renner
Program Analyst
DHS/Transportation Security Administration McCarran International Airport Las Vegas, Nevada LAScustomersupport@tsa.dhs.gov

For additional travel tips and information on the Transportation Security Administration please visit our website at www.tsa.gov.

PII Policy Message to be provided to customer: "Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is voluntary. TSA will use this information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records."

9/30/2013 12:05:09 PM

-----Original Message-----
From:(b)(6)
Sent: Friday, September 27, 2013 9:53 PM
To: LASCustomerSupport
Subject: RE: 5000.15(b)(6)

Hello, thank you for your kind words. The incident took place at JFK airport in new York. We were connecting there to b buffalo. I am a Canadian citizen and did not approach anyone for fear I would not get home. I am 5'10 and disabled (I walk with a cane). I have short brown hair with highlights and I wear glasses. I was wearing navy shorts and a grey sweatshirt with Paris las Vegas on the front. I do not remember much about the tsa agent except he was 40 to 50 years old. After landing at JFK I went for a cigarette outside and this occurred about 11pm as I went through the start of security where you show your passport. I was one of the only people there. There was an issue about a scanner for passports not working and I had to move over. I pose no threat to anyone and did not deserve this treatment. I was grabbing a connecting flight so I had no luggage and this occurred a 1st chockpoint before scanning.
The agent was quite tall and maybe wore glasses and I believe he has gray hair mixed in with darker colour. I did not notice his name as I was looking down supporting myself on my cane. He stated to me next time I was to take my passport from its case. I smiled letting him know I heard. He then stated "you speak English" and upon looking at my passport he said "your Canadian,(b)(6) ?" he did not ask me a question that required me to answer him. He stated to me to take out my passport from its case next time. As a well educated Canadian the french questions is insulting as Canadians speak English, one province speaks french. I was belittled and insulted with his statements. I wish I had more info for you but I was scared of the agent holding me back as my daughter was waiting at the departure gate. He entered my info or scanned my passport. Won't his name appear somewhere? I flew jet blue and had just landed at JFK and awaiting a midnight connector to buffalo. Please keep me informed. Thank you for your assistance. Sincerely(b)(6)

Caller:
Caller left MCO this morning. She is 65 years old. She was using a wheelchair. She has had a knee replacement, foot surgery, and fibro myalgia. At BHM they let her have a patdown in her wheelchair. The TSO wanted her to use the AIT at MCO. She was rude throughout the screening procedure. She let two males also in wheelchairs who were in front of her go to the side for a patdown. Why can t she do the same? She did not get her name or badge number. The TSO asked her if she could stand or walk in a rude tone. She responded yes but if she used the AIT with her arms above her head she would lose her balance. This happened at terminal A around 7:45. The TSO was a heavier set white female in her mid 60 s who was 5 5 . She wore glasses and her hair was in a pony tail. She should not have to explain why she is in a wheelchair.

Response:
9/30/2013 1:58:57 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.

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.

I told her she can contact the CSM at MCO by phone at:

Name:(b)(6)
Phone

I told the caller to give her a couple days to contact her first. If she does not call you in 2 to 3 business days give her a call.

9/30/2013 3:00:57 PM

She was travelling yesterday from Newport News to Atlanta that departed at 1:15PM and during the screening she stated the TSA employees were rude. She filled out a complaint form at the checkpoint and she didn t have time to complete it. She was calling to finish her complaint. She had a patdown due to an artificial knee, she did make the officer aware of her knee. Caller felt the officer was very intimidating and her property was separated from her because of a tube of hand cream that was found in her luggage that was over 3.4oz. She is 75 years old, she saw the sign that she didn t need to take off her shoes so she didn t take them off. She was told she had to remove her shoes so she had to go back and place them on the conveyor system. When she got back to the AIT the officer asked if she had anything in her pockets and she told him she had her pill box in her pockett so she had to go back and place it on the convey system as well. She alarmed in the AIT and the officer stood in front of the AIT walkway blocking her in and advised her to wait there. She told the officer that she wanted to place all of her property together since they were separated and she told the officer she was wanting out to place it all together and to where she could see it because she had about $10,000 worth of jewelry in her luggage. The officer wouldn t let her out of the AIT until a female was able do a patdown, she stated the patdown was very thorough the officer touched her breast, pelvis, and between her legs. They pulled out the hand cream from her luggage and told her the hand cream had to be thrown away or placed in checked luggage, she chose to let them throw it away, afterwards she got all her stuff and left. She felt the officer was very rude because they didn t tell her what they were doing while it was happening. (b)(6) stated she was going through the checkpoint between 11:00 - 11:30Am. The officer was large about 200 pounds, tall, African American, nice looking. She was offered a private screening area for the patdown.

Response:

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.

If you would like you can speak with the CSM directly you can call this number back and press option 5 and enter the airport code PHF and it ll give you the contact information for the CSM.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening 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 sites default files publications disability_notification_cards.pdf

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.

9/30/2013 4:01:40 PM

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 patdown 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.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

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 advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched

The caller terminated the call.

Caller has a GE membership and forwarded it to US Airways. He was ineligible twice. He called US Airway and he was told that there was a mismatch in some information. (b)(6) is on the GE card. He verified his name in his profile is correct when he spoke with US Airways.
He asked if the pass id also includes sc134. He flew from Harrisburg to Charlotte to DFW and was denied. He returned from DFW and was denied. He is 76 and was led to believe he could leave his shoes on and wants to know if this is true. Sometimes he flies from Harrisburg to Philedelphia.

I told him that you must be flying on a participating airline from a participating airport. He can see this at tsa.gov. I told him that Harrisburg does not participate and US Airways does not participate at DFW.

9/30/2013 4:20:48 PM

I told individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline from a participating airport.
For CBP trusted traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits.
Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.
I told him that if he verified this information and is denied expedited screening on appropriate trips he may call us back within 3 days of a flight to escalate this.

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.

Caller said that she was made to go through the AIT 5 times at MCO. She wanted to know how much radiation she was exposed to. She said that she needs to tell her Dr. She has already made a complaint about the incident. She wanted to know what she can do to stop other women from being sexually harassed like she was.

10/3/2013 10:27:31 AM

I gave the following information: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

10/3/2013 2:09:16 PM

I am sitting in Orlando Airport after being patted down TWICE and then having them drug test the gloves. Your AIT is inaccurate and cause me to be humiliated and embarrassed. The AIT alarmed in providence and they used the wand to clear me. In Orlando, I went thru the AIT twice and then patted down. I even pulled my pant legs up but that was good enough. I told them the same thing happened in providence and they used the wand, but no, I stood there awhile while they figured out what to do. All this while my 73 year old mother is waiting. Then I was taken in a room and patted down again and then waited while she tested the gloves. Needless to say it was negative and so was my experience with TSA in Orlando. (b)(6) Sent from my iPhone

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD,. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

10/4/2013 9:15:00 AM

I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening This is a TSA policy and procedure.

II advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.
Caller stated that she is calling for her Boss who keeps getting searched while going through the TSA Prescreening. The caller seem to think that once he is selected for the screening that he gets to go through the Screening Check with out any type of screening. Advised the caller that they still have to be screened but the degree of screening is not the same as the normal screening advised the caller that some of the advantages of the TSa precheck is that the traveler will not have to take of shoes, coats etc but still will have to go through the AIT machine or a patdown. She also stated that she contacted American airlines and insured that all of his profile information was current and up to date.

10/7/2013 11:45:32 AM

Gave the caller the following info:
Even though selected for the TSA (b)(6) you still have to go through a certain degree of screening. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

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.

10/7/2013 1:31:58 PM

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.

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.
Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

10/7/2013 4:53:47 PM

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 for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants 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. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller flew yesterday and checked a Tumi bag with a TSA lock on it from JFK. Upon arrival she found that her lock was in the unlocked position and TSA did not lock it back. Now it is stuck. She is upset and wishes to file a complaint. She also wants to know some information regarding opting out of the AIT machines via email.

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, James White at JFK. Due to the government shutdown there may be some delay in getting a response.

10/7/2013 8:03:07 PM

Airport: JFK
Airline: JetBlue
Flight #: 161
Date and Time: October 6, 2013 at 7:40 pm
Baggage Tag #: (b)(6)
Bag Description: Hard sided, dark gray, carry on size, 4 wheels, Tumi brand
NOI: No
Stamp on NOI: NA

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 10/8/2013 7:36:28 PM Airport : EWR - Newark International Date/Time of Travel : 10/07/2013 1:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C3 TSA Employee: (If Known) :
Comment : I was traveling with my wife and 2-year-old child. My wife and child were directed to the walk-through metal detector but I was told I had to go through the AIT scanner, thus being separated from my family.

This would seem to be in conflict with your policy as stated on the Traveling with Children page on your website: "Parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

10/8/2013 8:05:08 PM

Your agent was rude when I pointed out the discrepancy between the TSA stated policy and his own interpretation of the policy. Your agent said I was required to go through the AIT scanner, period. Of course at that point I felt I had no choice due to the intimidating manner in which this message was given to me.

Please improve your training to agents at EWR in order to prevent this violation of your policy in the future. Thank you.
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 flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

10/9/2013 10:28:36 AM

I advised the 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 which she says she does. 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. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

10/10/2013 3:56:17 PM

Caller said that he traveled from LAS on September 27th to LAX on Spirit Airlines. He was calling today to report a negative experience going through the checkpoint. He stated that he did not have all of his flight information any longer but wanted to notify someone of the rudeness he experienced from the TSOs. When he arrived at the checkpoint and placed his carry-on baggage upon the conveyor to be xrayed, the male officer shouted at him in a demeaning way to push the items through; he was not aware to do this as there was no signage and at other airports the officers control the flow. Second, after stepping out of the AIT scan, he said that he lightly coughed and the officer past the scanner told him in an angry tone not to cough in peoples faces; he claimed that he was not in the officer face nor coughed on him. He wanted to submit the complaint because he felt that the two males were hateful and rude. He went to a STSO, explained what happened, and stated that the officer listened and did nothing.

Apologized to caller for his experience and 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. Informed him that we would send his complaint to the CSM at LAS for notification and to see if any additional assistance can be provided.

Caller said when she flies to San Francisco she has no problems going through the screening process but usually flies under (b)(and she said she got her driver license changed to reflect that. She said each time she flies out of Yakima, WA she gets her bag searched. She asked the odds of having her bag searched and being patted down. She said she is European and never had this problem before but for the last year she said she feels she is being singled out. She said she does have a patdown complaint and she said it is just at this airport and she feels it is racial profiling. She said she gets an noi each time and she feels this is an invasion of her privacy but she said she does not feel like anything is missing. She said she bought a metal bag and asked if that would make a diffference. She said she did not want me to send this to the CSM at the airport and she did not want to apply for redress. She said that if it happens one more time she is going to call back and aware that we record our phone calls and that there will be a record of this phone call today.

Response: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.

10/11/2013 12:46:14 PM

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint

For 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

I offered to send the CSM at the airport an email about her complaint but I did advise her of the government shutdown at this time. I advised if the bag triggers an alarm it will have to be hand inspected.

Caller is flying from JFK. Caller stated his wife is pregnant and she opted out of the AIT machine and the screeners wouldnt allow his wife to opt out. Caller wants some information about the AIT machine.

Advised caller the following information:

10/12/2013 10:35:15 AM

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.

Advised caller his wife can opt out of the AIT but she would have to do that before any of the screening starts.

Caller went through New Orleans to LAS on Friday, contacted TSA prior because her daughter wears an insulin pump and was told there would be no problem because her daughter wears an insulin pump. States she was told to request a patdown for her daughter upon arrival at the checkpoint and she said she told the Document Checker. She asked the TSO for a patdown and didn t get it and her daughter was told to go through the machine and it set off the machine and her machine. The TSO saw the pump and asked what it was and where it was connected, he was picking and prodding at the pump and he broke it. Caller states her daughter told the male TSO not to pull up on the machine and that s when he broke the machine. They had to hold it together with scotch tape and upon boarding she got some bandaids to assist holding in place and at Houston had to run to the connecting plane. Upon arrival at LAS they looked for a pharmacy and missed the important meeting she was to attend on Friday night. They had to purchase insulin and needles to get her through the weekend. In her checked suitcase was a NOI and she is missing medications, Zanax, and a $250 necklace is missing which her father bought for her in 2010 and he died in May 2011. The necklace was a gold necklace that stated Daddy s Girl on it.
Flight # not available, SW Airlines, departed at 11:10 AM, Gate # B4, Baggage Tag # not available.
The checked suitcase was a black duffle bag, nothing written or stamped on the NOI.
Flew from New Orleans via Hobby to LAS.

Caller flew on 10-13-13 from LAS and they didn t allow her to board the flight with her needles, only the insulin. She explained at LAS what happened at New Orleans and the TSO asked if she was wearing the insulin pump and they told her no because it was broken at MSY and she had to go through the AIT machine. States her carry on went through the x-ray and when they saw the needles they were removed. The carryon bag was a fanny pack she was wearing around the waist and when they saw the needles they came flying at her and the TSO lady said she couldn t take the needles on board, only the insulin. Caller states she explained to the TSO her daughter had to have the needles to take the insulin and the TSO said, That s not my problem . States they almost missed their flight because it was taking so long for the screening and they arrived approx. 7:30 for the flight.
The TSO was a tall thin lady with reddish blonde hair, short, teased on top and very rude.
Flight # 3132, Gate #C4, Baggage Tag # not available, SW Airlines, departed at 10:10AM.
There was a NOI in her checked bag on the return flight, but, nothing missing.
(b)(6) is her daugher s name.

10/14/2013 10:11:51 AM

Response:
Apologized to caller for her screening experience and explained information would be provided to the CSM at MSY and LAS for review.

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

New Orleans Kenner
New Orleans International Airport
504-463-2252 (MSY Support Operations Center)

I would like clarification concerning carrying my wallet through security. While going through security at Baltimore Washington International Airport, I was told that I must put my wallet through the X-Ray machine versus carrying it in my hand like I have been allowed to do at Albuquerque, Chicago-Midway, Milwaukee, Reno, Seattle and others. Considering my wallet contains obviously very sensitive items and the very items I need to get through security – my ID – I told them I would not put it through the x-ray and asked to be hand screened. The TSA worker would not hand screen me and told me to go through the AIT machine. Another TSA worker told me to take my money out of the wallet and hand carry it but then to put the remainder of the wallet through the x-ray machine. Not to hold up the line, I carried my cash and ID in my hand and put the remainder of the wallet through the x-ray machine. This discrepancy needs to be resolved. Nothing in your documentation online says that I must put my wallet through the x-ray machine and cannot hand carry it through the AIT machine. It makes no sense to allow cash to be carried through the AIT machine but not the remainder of your wallet. Plus to tell me I can remove the cash from my wallet but not my credit cards and ID, which are actually more important, makes no sense from a security stand point. I would like clarification on this issue.

Sincerely

10/15/2013 2:03:42 PM (b)(6)

Albuquerque, NM 87109

(b)(6)

Caller said his wife has a medical port and the TSO told her she would have to have a patdown. Caller said she was offered a private patdown, but she declined because they told her she may have to have additional screening. Caller said his wife is upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

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.

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 sites default files publications disability_notification_cards.pdf.

10/15/2013 4:08:04 PM

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.

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. For more information about the technology used to test for traces of explosive material, please visit http: www.tsa.gov press releases 2010 02 17 tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.
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 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.

10/15/2013 4:18:18 PM

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can t just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the checkpoint when I mentioned the CSM is on furlough.

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.
I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.
Greetings,

I will begin by stating I choose to fly because it saves me from tedious driving hours but recently I have encountered some issues with TSA and the security search criteria. I would like to address my issue without insinuating a racial factor but I am unable to accomplish it. When arriving to the check point my identification is verified and I am searched but my hair is the most profound aspect of my security search. I am a Black-African American female with natural hair which means it is not straight but course and curly. I work at a Federal Detention Center and receive pat searches and my belongings as well and I also understand the safety of fellow travelers. Other women near the check point with curly hair, hair wraps, buns, french rolls, scarves, poufy hair, teased hair, hair with numerous clips,long hair, headbands, and thicker hair than I possess clearly walk through without getting their hair searched. I do not know if my hair is considered unusual or out of the norm to security staff! My heart monitor nor my CPAP machine was not explored/rummaged as much as my hair. Please contact me in regard to this issue. I am also scanned by the AIT device. I have flown several times this year and each time my hair is examined and not any of the other patrons. These indignant incidents have become disconcerting. This incident would be different if everyone with questionable hair and items on their head's were examined as well as me!

10/15/2013 6:04:54 PM

Respectfully Submitted,(b)(6)

(b)(6)

(b)(6)

HYPERLINK(b)(6)

HYPERLINK(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :
Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

10/16/2013 2:02:12 PM

When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been sparred the invasive putdown?

2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?

3) What is the "special criteria" reserved for people allowed to go through a metal detector?
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 got GE # and when her husband traveled he was told to register the number with TSA. Her husband flew from NY to TPA and wasn t allowed, what do they do to participate?
She has an artificial hip and it always beeps when she goes through screening, states some airports she departs doesn't have the AIT and sometimes the machines aren't open for use.

10/17/2013 9:16:04 AM

Response:
Members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing.
Advised she could request to go through AIT instead of WTMD if metal inside body.

Caller states that her grandmother has been sexually violated. Caller states that her grandmother was taken to a private screening area and was told to lift her dress, pull her underwear down and bend over so her anal and vaginal region could be examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is Harvey Lee Taylor. Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

The entire conversation with the grandmother could be heard on the phone line.

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

10/18/2013 1:18:24 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.

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

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

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

From: (b)(6)
Sent: Sunday, October 20, 2013 3:02 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Request for clarification of procedures for passenger with temporary driver's license

To whom this request concerns:

10/20/2013 1:11:38 PM

On October 15th 2013, I flew from Seattle, WA to Denver, CO on Alaska Airlines flight 670. Upon leaving TSA after being screened for security, I accidentally left my driver's license at the TSA. The following day I spoke with Rose at TSA at SeaTac and had it confirmed that my license was there and that it would be sent to my home address. I then called the airlines and explained my situation. I also informed them that I had been issued a temporary id from the state of Washington, and that I had on me three forms of photo id. I was informed that this was acceptable to fly, and that I needed to arrive early for my flight and that I should expect to undergo additional security measures.

At the gate in Denver this afternoon (October 19, 2013), I explained my situation and was directed to a manager. I showed the manager my temporary id, which I believe meets the description of acceptable id as it was a "Drivers License or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)" as listed on the TSA website. I then showed the manager my American Express card which has my photo, my Costco card which has my photo, and my faculty photo ID card at St. Martin's University where I work in Lacey, WA. The manager stated that I did everything right, that my showing the multiple forms of ID meant that they would not have to verify my identity through a publicly available database. He also informed me that I would be subjected to additional screening procedures.

The screening procedures I underwent included: AIT screening, a search of all my belongings by 2 security officers where I had to watch and was not allowed to touch my belongings, and a pat-down by a same sex security officer. In the pat down procedure I was offered a private room where a second female officer was present.

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady, States it wasn t a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn t have shoes on and it s difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn t understand why she had to go through this She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn t have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.
Flying from Fll to Baltimore, Flight # 588, Gate # B4.
She would like to have an answer as to why she had to go through this procedure, she doesn t have an email address, but, would like to have a response.

10/21/2013 11:39:12 AM

Response:
Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
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.
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.

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.

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.

Caller was at the Midway airport, there was a incident. He is writing up what happened. He is online and is looking for the rules for opting out of the AIT for screening so he can provide the information for his attorney. He wants to know where to find them. He says all officers were telling him he should not be opting out, he had told the officers that he was a cancer survivor and wanted to opt out of the AIT for screening. He was made to feel he had to go through the AIT for his screening. He says he was attacked by rude screeners. He says before they allowed him to opt out there was 3 different officers that were telling him he should use the AIT for screening. His doctor had told him he should not go through the AIT for his screening. He says they were boarder line aggresive about him going through the AIT. He says the officers told him they were trained to get passengers to use the AIT instead of opting out for screening. He says the most abusive was an officer named (b)(6)

Told 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. Signs are posted in front of each AIT location advising passengers of this right
I was sorry this was happening to him. I would email him the information for his record and I would also send his complaint to the CSM as well so they too can be aware this is happening.

10/21/2013 12:19:51 PM

Airport: Midway
Airline: AirTran
Flight number: 413
Date and time: 10-21-13 Departed at 12:35 pm
Terminal or gate: Main screening area
Items Damaged: Caller is being told he has to use the AIT for his screening, even though he is opting out for health concerns. He says the officers are telling him they are trained to try to get passengers use the AIT instead of opting out for a patdown. He is a cancer survivor and was told by his doctor he should not use the AIT for his screening.

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6) She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she though it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:
Airport: TPA
Airline: Delta
Flight: 1558
Date: 10-12-2013
Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so
Baggage Tag: (b)(6)
Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.
NOI: Included, Oct 12 609. Initials were put on it AS2-MAZ, hand written.

10/21/2013 2:27:40 PM

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not 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.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Disability Description: The caller s husband utilizes a feeding tube and liquid nutrition as he cannot swallow. The caller mentioned that walking barefoot on hard floors also causes discomfort.

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only on female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or a receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should information TSOs of this before screening begins.

10/21/2013 3:05:02 PM

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. 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.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

10/21/2013 6:13:10 PM

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

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

10/22/2013 2:03:50 PM

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 10/22/2013 12:00:50 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/21/2013 6:00 AM Airline & Flight Number : Southwest 2609 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : The officer in charge of the bagging imaging screen was not paying attention to the monitor as much as she should have been. She constantly kept looking back and not to the monitor where her attention should have been. We also had some suspicous behavior on our flight from a middle eastern man sitting next to me who would not turn off his cell phone and purposely was hiding it from the flight attendant. I had to tell him to put it away. I will be contacting Southwestern airlines about the lack of attention to the passengers.
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

10/22/2013 9:12:01 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/22/2013 8:10:01 PM Airport : TPA - Tampa International Date/Time of Travel : 10/19/2013 1:30 PM Airline & Flight Number : Westjet Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : It was my understanding that passenger privacy was to be maintained during the scannning process by blurring all images projected from a Body Scanner and placing the screener viewing the images in a remote location. This was not what I observed when being processed through the security screening checkpoint at Tampa airport on Oct. 19, 2013. While waiting in the long lineup adjacent to the security Body Scanning machine, I noticed that the viewing screen was clearly visible through the glass wall and that numerous passengers waiting in line were focused on the screened images. I opted out of the screening process after asking an airport official if this was available. There was no sign visible to me telling me of my right to request a "pat down". I am concerned that the images were so clearly on view to the waiting passengers and that there is no private area set up for the "pat down". I was advised that I could request a "screen" be brought out but after waiting in line for a long time, I was concerned that further delays would cause me to miss my flight and I allowed the pat down to be conducted in full view of other passengers. I have always found the Tampa Airport to be a wonderful experience but I feel that it can do better in this area.
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 nerve stimulator and a pacemaker in her hip.

Response Details: 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.
Please be advised you can also ask for a PSS for any concerns she may have.

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.

10/23/2013 2:40:44 PM

Airport: DFW
Airline: Alaska operated by American
Flight#: 1311
Date: August 13, 2013
Time: 12:05 PM
Email: (b)(6)

Incident Details: Caller states she has a nerve stimulator and a pacemaker in her hip. She went through the DFW airport and gave the officer her card saying she could not go through the X-Ray. She states the officer told her to get on through there and she said she told him I cant, and another tso stood behind her and said put your feet on the feet prints on the floor. Caller said she went through the AIT machine (she stated she held her hands above her head). She said I was scared not to. She stated it ruined her trip, she cried and was so upset and don t know what will happen with the pacemaker. She stated she just wanted someone to know that the screeners were so rude and should not be in the job they are in.

10/24/2013 10:09:36 AM

Disability Description: Callers son (b)(6) is Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSO s are trained to listen to passengers concerns. Also, if a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.
I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.
I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.
I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.
I told her I would forward her information to a CSM and a disabiltiy expert for review.
Sent email and referred to CSM and ODPO.

incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available.
In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number.
He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen.
She stated that it is not supposed to be subjected to magnetic fields.

I asked her: 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?
She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

10/24/2013 6:48:02 PM

Caller flew out of SMF in June. She went through the AIT machine and was than assulted by the TSO. The TSO ripped a stitch out of her breast and she bled and had to have surgery in Seattle, WA and is now maimed and scarred. The last 4 times that she has flown out of SMF she has been assulted by the violent TSOs at the airport. When she contacted the CSM (a Mr. Smith) he threatened her. He told her that she can opt out of the AIT machine but if she does she will be assulted again by the TSOs. He refused to let her be wanded. She is filing a section 424 complaint and has a Hippa report. She has also filed a report with the Department of Justice. She wants to know if she is on a secret TSA list that requires us to assault her. She has filed for redress.

Advised Caller: Individuals who do not wish to be screened by the AIT will be required to undergo alternative screening, including a thorough patdown. Advised her that she can request a passenger support specialist or a supervisor if she feels that she is being treated unfairly. I assured her that she is not on a secret TSA watch list, explained to her what redress was for.

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agents name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn t a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is up set this happened as well.

Told caller
I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.
I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.
For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

10/25/2013 11:20:11 AM

Airport: MCO
Airline: Southwest
Flight number: 328
Date and time: 10-25-13 11:00 AM
Terminal or gate: Terminal A, GATE ?, it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had came out of the AIT and just touched her breast without telling her what she was doing.
She had spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sentive part of the body. She is upset as is her husband this happened.

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO s.

United airlines
Not sure if it was the North or South checkpoint
10 18 2013 at 10:30 or 11AM

Advised caller:

10/26/2013 11:46:00 AM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

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

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

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

Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump.He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

Response:I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

10/26/2013 7:04:07 PM

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump 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 sites default files publications disability_notification_cards.pdf.

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.

The passenger can request a private screening at any time.

Caller s middle name is (b) . Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn t trigger any alarms, so she shouldn t have either. They told her this was not right and she didn t look like a terrorist. She says that when she was pulled to the side, she couldn t see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:
The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

10/28/2013 10:54:34 AM

Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn t penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I m not saying it is impossible, but it is much less likely. Advised caller that it is most likely that their were something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger s body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

Hi,

I'm writing to express my concern over the process of opting out from AIT scanners at the airport, something I do regularly. I have been disappointed by the lack of staffing available for patdowns, as well as the apparent lack of system readiness for people who opt out. I've regularly had to wait 10 minutes or more for an agent to show up, watching nearly a hundred people pass through the AIT scanner while I wait. No wonder the vast majority of people use the AIT scanners; there's a strong disincentive for opting out.

10/28/2013 12:07:13 PM

Considering that the long-term health effects of Backscatter X-Rays and Millimeter Wave scanners are virtually unknown, it is incredible to me that the process of opting out is so highly disincentivized, not to mention that so many thousands of people are being intentionally exposed to this untested technology everyday.

If the TSA intends to keep the AIT scanners, I hope you will do the right thing and make opting out a smoother process. I'm not sure whether the answer is more staffers, or better training of existing staffers to be aware of opt outs, or spacing staffers better so that they are more readily available, but I hope a solution will be found.

Thank you.

(b)(6)

Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

10/28/2013 6:08:38 PM

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.

Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Caller stated she came through JFK to Sarasota and when she went through screening, she was pulled aside for a private patdown after she was told a scan showed something between her legs. She stated a supervisor came out and searched her and the only thing they found was a pantyliner. She states they also searched her bags and her shoes and let her go on to her flight. She states this has happened another time at JFK when she flew on American Airlines and she is tired of it. She said these people have no training and after the private screening they should not have searched her bags. She stated that they found nothing on her and she has done nothing wrong. She states she will take this to Washington if she has to. She demanded the CSM phone number.

Sometimes those show up Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

We regret that you were unsatisfied with the manner in which your screening was handled. TSOs receive training in the procedures to properly inspect passengers and their bags and are required to exercise great care during the screening process. What I will do for you is report this incident to the CSM at the airport where this happened, make them aware of this incident.

10/29/2013 11:35:05 AM

Name: (b)(6)
Phone:

Airport: JFK
Airline: Jetblue
Flight#: 163
Date: Oct 28, 2013
Time: 7:46am

Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge , and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old.She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 5O 0715 @ A-35 is wrote on paper.

Informed caller:

10/29/2013 4:23:21 PM

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.

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response:Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

10/30/2013 1:15:33 PM

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.

Sirs:

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)
Polebridge, Montana

*****

My original e-mail of October 5, 2013:

10/31/2013 8:07:59 PM

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

11/2/2013 1:17:39 PM	The caller is a 100% disabled police officer. The caller s last flight through TPA his arm was tested with ETD. The caller then was taken to a room where he stated that he was nearly stripped searched. The caller stated that he was told it was a chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested duringt his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers. The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers. The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items. I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger. Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM. I discussed with the caller that we do not have a set list of what will or will not set of an ETD test. Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, 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. I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger. I advised the caller that the ETD test is used on property and passengers. I advised the caller that there is no way to guarentee that a passenger will not revieve a pat down. I informed the caller that TSA relolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown. I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.
11/3/2013 5:15:54 PM	Caller stated she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and it the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions. Advised caller Walk Through Metal Detectors Items that could set off a metal detector include: •keys •loose change •mobile electronic devices •heavy jewelry •clothing with metal buttons, snaps, or cuffs •metal hair barrettes or other hair decoration •belt buckles •under-wire bras Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

The caller traveled 3 or 4 times in the last 3 or 4 weeks and she is a global entry member and she was flying on US Airways and the precheck line was clogged with people who were foreigners and people who never received precheck before. She was on a flight out of phoenix and the line was long and the same thing happened, people with brown and yellow passports from Germany and Denmark and people who never received precheck before. She talked to a TSA agent at the airport who told her that 1 out of 4 are selected for precheck at that particular time to manage traffic control and that these people are deemed low risk. She is concerned for two reasons and one is for safety. She does not believe that TSA can do an effective job of screening 25 percent of the airport population and she couldn t believe that non US citizens were being allowed through the line. The second point is the spirit of the matter. She paid $100 and had a background investigation and she got fingerprinted to be in this program while these other people are randomly selected and are clogging up the precheck lines and defeating the whole purpose of having precheck. She said she would go to the media with this and report it to the Wall Street Journal.

Advised:

11/5/2013 7:11:02 PM

The airlines submit the passenger s information to Secure Flight and they run checks on them and determine these passengers to be low risk when traveling.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Caller is on the tsa.gov website and is trying to fill out the Talk to TSA form. Drop down boxes for the airline does not show all states or airports, Feedback does not have any categories, it also won t let him send the form because there is no way to fill in those sections.

I checked the website and had the same issues he had. I thanked him for letting us know and asked if there was something that I could help him with.

11/6/2013 1:24:09 PM

He said he has PreCheck, but also has an artificial hip. He wanted to know if he goes through the AIT would he still have to take off his belt, shoes, jacket.

I told him that if he goes through the machine and it alarms, the TSOs will have to resolve the alarm. If he does not alarm, then he will not have to do anything else. He stated that the PreCheck line does not have AIT, it usually has the WTMD. He asked if that would alarm when he goes through. I told him some metals do not alarm. I told him he would need to tell the screener he has the metal implant before the screening begins. He said he does and they take him to the other line to be screened via the AIT. I told him that is all he needs to do and the TSO will determine the best way to assist him, but if he sets off an alarm, the TSOs will have to resolve it which may include him removing his belt, shoes, etc.

The caller stated that he is a GE member and had been getting the precheck logo on the boarding pass but the last few times he has flown he has not. The caller stated that he has still been selected for precheck benefits on these flights. The caller wanted to make sure that there was not an issue and was upset because of the incident. The caller stated that he had heard about a Managed Inclusion process that was being implemented at LAS. The caller stated that this was making it hard for individuals who are familiar with the TSA precheck program because passengers who did not regularly get it were not familiar with precheck procedure.

Advised caller: Advised the caller that the printing of the precheck logo on the boarding pass is an airline function and his eligibility for expedited screening is not dependant on that fact. Advised the caller that his eligibilty for the expedited screening is determined when the airline forwards his reservation information to TSA and it is then embedded into the barcode of boarding pass. Advised the caller that TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

11/6/2013 2:58:01 PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Advised the caller that other passengers will become familiar with precheck as time goes on and that wait time will decrease in the future . Advised the caller to please bear with us as we implement this new process.

11/6/2013 4:16:07 PM

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closes to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6) he told me "no harm, no foul, your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to stead my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,
(b)(6)

11/6/2013 4:41:15 PM

(b)(6) called yesterday to request assistance for injured service members through the Wounded Warrior program. He was told by the agent he talked to that his request would be sent and information would be sent to him in an email regarding using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is (b)(6)

His flight information is:
Departure flight:
Airline: United
Flight date and time: 11-12-2013 at 2:51 pm
Flight # 3907
Email (b)(6)
Cell phone (b)(6)

Return flight:
Airport: LAS
Airline: United
Flight date and time: 11-15-2013 at 9:52 am
Flight # 1226
Email (b)(6)
Cell phone (b)(6)

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability 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. 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.

11/7/2013 2:56:30 PM

Caller tells the screener that she cannot easily remover her shoes. She is told to step into the screening machine, but the person on the other side of the AIT sees her shoes and tells her to go back out and remove her shoes. Unless the person who is on the Pre-screening side talks to the person on the other side of the AIT, she is the only person with all the information. Therefore, this situation becomes frustrating and time consuming. She stated that the screening area is very chaotic and it is difficult to let everyone who needs to know her situation. The notification card is very helpful. She sometimes will also show her TT card to let the screener know she has had the additional screening and is not trying to pull something over on the screener.

I told her she could ask the first TSO she sees, to speak to the PSS or STSO when she arrives at the checkpoint. She asked if that would be offensive to immediately ask for a STSO. I told her she could just ask for a PSS because that position was developed for situations like hers. She said she would do that. I told her that if she needed additional help I could get her information and send it to our disability experts so they would have her information and could better determine the best way to assist her through screening. She said she did not need additional assistance. She said she would ask for the PSS. She said she wrote on the notification card that she had a certain disability. I told her she could add to that that it makes it difficult to remove her shoes or she can write on the card that she cannot remove her shoes due to a medical condition.

Caller stated she did not want to register for anything. She did not want to go through the AIT machine, but the TSO insisted she pass through it. She experienced heart palpitations. She has a family history of breast cancer.

Advised:

I apologized that she was not happy with the screening procedure. I suggested that the next time she fly, she could request a Pat-Down procedure.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports.

11/10/2013 7:37:57 PM

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The caller stated she did not use cell phones.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

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.

She stated that the TSO did not give her the option for a Pat-Down.

The caller was not satisfied with my response and I offered to take additional information for her complaint. She said it would not do any good.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

11/11/2013 5:16:40 PM

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

-----Original Message-----
From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Sun, Nov 10, 2013 5:18 pm
Subject: In Response to your inquiry.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process, TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "http://www.cbp.gov" \nwww.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible

On November 12, 2013, I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

11/12/2013 8:29:59 AM

-----Original Message-----
From: (b)(6)
To: tsa-contactcenter <tsa-contactcenter@dhs.gov>
Sent: Mon, Nov 11, 2013 3:48 pm
Subject: Fwd: In Response to your inquiry.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that 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.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

11/12/2013 10:28:23 AM

I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need to enter the airport code.

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can t go through the WTMD and if the AIT isn t available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process.
Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review.
Advised if additional information is required, CSM may contact via email.

11/12/2013 2:32:32 PM

Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn t suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through.
The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn t set off any alarm and didn t understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn t suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation.
There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station.
Flight #not available, via Jetblue from Long Beach to Oakland, Gate #7, departed at 3:56PM.
He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation.
Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

11/13/2013 8:56:26 AM

Caller has a dividend miles card with US Airways. Caller flew last week and his departure boarding pass had a PreCheck notification on it. His return flight did not have a PreCheck notification. He has not enrolled in PreCheck. He was told by the airline that TSA selects the passengers who are invited to enroll in PreCheck. He wanted to know if that is true. He said that we tell him one thing and the airline tells him something different. He is a retired airline employee. He asked if he is considered a low risk passenger if he was selected at random for PreCheck. He wanted to know if an arrest record from 45 years ago would prevent him from getting PreCheck. Caller asked to speak with a supervisor.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck.
To be considered, applicants must be U.S. citizens.

There are two primary ways to be considered eligible for TSA PreCheck: travelers may be invited by a participating airline, or they may choose to enroll with a U.S. Customs and Border Protection (CBP) Trusted Traveler program (such as Global Entry, NEXUS, and SENTRI).
For frequent flyer program members, participating airlines will permit some members to opt-in through the airline s system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA s Secure Flight system.

No individual will be guaranteed expedited screening. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of their boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening.
I advised him that the TSA PreCheck application program has not started yet. I also told him that he airline chooses the passengers who they invite to opt into PreCheck. I advised him that I do not know if an arrest record would prevent him from getting PreCheck. I told him that passengers selected for PreCheck who do not enroll are low risk passengers.

11/14/2013 9:15:37 AM

Caller states that he went through Miami Airport, he opted out of the AIT and they placed him right beside the AIT and did an patdown, he states that he had to wait for a patdown. And he didn't want to be placed beside the AIT since he can still get radiation from the machine. Caller wants to know if in the future that happens again can he ask to be moved away from the AIT machines. And he wants to know how to get in contact with the CSM.

Informed caller: Informed caller that usually he does have to wait until an officer becomes available. That yes he can always ask to be moved away and he can call this number back that he dialed and press option 5 and enter the airport code for miami and get the number to the CSM.

Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnatti while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.

11/14/2013 1:44:39 PM

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

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process.
Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, 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 told him he may voice his concern to the TSO at the checkpoint.
The caller would like to clear his name when he goes to travel. The caller states that the last 2 times he flew the officers searched his bag and took him to a room and searched him as well. The caller has a NOI and he wants to know why the officers keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing boarders.

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.

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.

11/14/2013 2:53:31 PM

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.

TSA also selects passengers and their property at random for enhanced security screening.

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.

11/16/2013 9:31:48 AM

Feedback Type : Compliment
Categories : Other; Advanced Imaging Technology Current Date/Time : 11/16/2013 8:30:39 AM Airport : CMH - Port Columbus International Date/Time of Travel : 11/16/2013 8:15 AM Airline & Flight Number : Us airways 2785 Checkpoint/Area of Airport : Main check in TSA Employee: (If Known) : Unknown Comment : I am surprised that with the advanced technology I had to completely unpack a carry on to remove and separate a c-pap machine. This is the best our government has to offer. Then a child's toy set off screening. Also Kleenex has to be removed from my pockets. Really? Dissatisfied all together.
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 filled out an incident report last tuesday at McCarran Airport that the TSA officer gave her and she handed it back to her. She said she fell out of the ait machine and has not heard from customer service yet. She said the agent told her that customer service would give her a call but did not give her a name nor a phone #. She said she put her name and phone # on the incident report. She asked for the phone # to the CSM at the airport.

11/19/2013 6:06:46 PM

Response:I checked with supervisor, (b)(6) and gave her the name and phone # for the CSM:Name: Laura Renner
Phone: 702-577 (b)(

I also advised her that per the other eid (b)(6) that we have referred this to the CSM at the airport.

Feedback Type : Compliment
Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport : PreCheck TSA Employee: (If Known) :
Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.

11/20/2013 4:11:56 PM

It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

Thank you.
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

He has a left should replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn t opting out of the AIT he just isn t able too since he can t raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can t go throught he body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can t raise his arm

11/20/2013 7:31:39 PM

Response:
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.

Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decisions and that is how it will differ from airport to airport.

Caller and her husband will be flying on United Airlines. He did not enroll in PreCheck, however, he has a PreCheck notification on his boarding pass. She did enroll in PreCheck and does not have a TSA PreCheck notification on her boarding pass. She is a Global Entry Member. They will be flying to Panama. She was chosen on October 31, 2013 for PreCheck on her trip to Dublin. After questioning the caller I determined that she did not enter her participant Id when she made the reservation. She said that when she made the reservation she was not asked for the number. She said that there is no place to enter the number. She has not confirmed that the information on her reservation or in her profile matches her Global Entry account. She said that she has a TSA PreCheck card. She wanted to know how she was chosen for PreCheck in October if she did not enroll. She also wanted to know why her husband has PreCheck on his boarding pass if he did not enroll.

CBP Trusted Travelers Global Entry NEXUS SENTRI
1. Are you a US Canadian Citizen? - Yes - US citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? - Yes
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? - Yes
11/21/2013 11:04:19 AM 6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? - No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? - No
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? - Yes
9. Date of Birth - April 22, 1949

I gave the following information: If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile. Nicknames should not be used in lieu of an actual name on the card. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.
If you made your flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz) or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation.
Please note that even if you opt in for TSA PreCheck with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.
Caller has a stint in each of his thighs with titanium in it. When he flies out of SAN, he provides documents from his doctor, and the TSO s are not looking at his documents and just having him place it in the plastic bins. He does want to let this problem become aware top the CSM at SAN just to hopefully prevent the matter from happening in the future.

11/21/2013 6:36:16 PM Advised,

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.
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.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/21/2013 7:46:05 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 11/20/2013 2:15 PM Airline & Flight Number : Delta 1860
Checkpoint/Area of Airport : From international to domestic TSA Employee: (If Known) :
Comment : After the AIT screening, one of the female agents stated I had a paper in one of my pants back pocket. There was no paper. She patted me down and took me to another female agent which scrubbed a piece of paper and inserted it in a machine. She told me I had to step in the area where she was at and scrubbed the papers over and over, while other agents where asking me to move because where she told me to step was on their way. Then the first agent and the second took me to a room and she told me she had to pat me down. She gave the other agents the papers to go outside and she came back. Then she told me I could start grabbing my belongings and left. The other agent stayed there with me and I was waiting. Then she told me I could leave the room. When I realize they finished I asked her if they were done and she said yes. They did not explain to me why they where doing that at any moment or said that I could leave, so I started asking her questions, but she
11/21/2013 8:05:13 PM said she couldn't give me any explanation of the procedures. If she was not able to get an answer for me, at least I should have a brochure or any type of information where I could direct my questions or concerns. I understand the security procedures and I don't mind have been searched, but not getting any directions or at least been treated as a human being is out of the questions Your personnel should be trained to treat others with respect and courtesy. I am a frequent Traveler and I felt very disappointed on the way those two agents failed to say at least "we apologize for any inconvenience, you can go now". I hope this is an isolated incident, because there are a lot of international travelers that have language difficulties or are first travelers. I just can't imagine the negative experience they can have when they are approach in such manners. Thank you in advance for your attention.
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: The caller has trouble raising her arms above her head.

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 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.

11/22/2013 5:29:38 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. 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.

Incident Details: Caller had requested assistance but when she arrived at the airport the assistance wasnt there. She stated that they were very friendly and helpful in CHO, but when she flew out of SEA, she asked for a PSS and the TSO said she had never heard of such a thing. She had no assistance and was forced to go through AIT even though she told them she could not raise her arms over her head. Caller states that they sat there for awhile and received no help from TSA. Caller feels like she was totally ignored. Caller states that her disability was not accommodated properly. Caller does not want to file a formal complaint in writing. Caller just felt like someone should know about it.

11/22/2013 8:04:16 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:23 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/2013 5:00 PM Airline & Flight Number : Alaska 19 Checkpoint/Area of Airport : passenger screening TSA Employee: (If Known) : older black man - seemed like a manager Comment : When choosing to opt out of AIT, I was harassed for my choice and publicly humiliated in front of other passengers. The TSA employee repeatedly questioned my reasons for opting out and attempted to bully me into the AIT machine. When I still would not consent to the AIT machine he gave me a very invasive and rough pat down. I have opted out every time I've flown and never had this terrible of an experience.
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 from BWI to LAX on 11 14. Caller states that she was in a wheelchair and has metal inside her, so she was directed to the AIT. She says that she is concerned that that AIT may have a short, because she says that she felt an electric shock while she was being scanned. She thinks that it was checkpoint D11, the middle AIT. She flew with United.

Advised caller:
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

11/24/2013 2:34:52 PM

Flight information:
Flight Path: Baltimore to LAX
Flight date time: 11 14 around 5:30 pm
Flight #: 307
Airline: United
Airport: BWI
Gate Terminal: D11

Made no changes worked once from 30 times. Thought the problem started when he renewed his passport. Flew from RSW to MSP and everything worked November 20, but this time it did not. Today he flew from MSP to DLH on Delta.

Advised:
According to our research and the information you provided, the name on your reservation was not an exact match to the name on file with your U.S. Customs and Border Protection (CBP) Trusted Traveler account.

In order to receive TSA PreCheck consideration, please ensure that the name entered on your reservation is an exact match to the information you provided to CBP or what is in your CBP Trusted Traveler online account.

So make sure both entities have the exact information.

11/24/2013 3:20:31 PM

The telephone number for CBP is 1-866-530-4172.

As far as those that are 75 and older:

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.

The caller flew from PHX to AUS texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHXs Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

11/25/2013 8:09:59 PM

The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck.

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

11/26/2013 11:57:22 AM

Caller was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening.She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX.When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs.Finally someone apologized to the operator of the wheelchair but no one ever apologized to her.I explained that we do not have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AIT if they can hold their hands over their head for 5-7 seconds.But if they cannot perform these two functions they would have to go through a patdown.Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time.Conferred with Amber and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter.

Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn t want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

11/26/2013 1:01:58 PM

If a passenger has metal implants, 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.
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.
• 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.
I told the caller she cannot be exempted from the screening.

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.
Caller said he called American Airlines and was told to call TSA about precheck. He said he got precheck with US Air and wants precheck for friday when he flies to CA. He requested an email response on this. He asked if he can opt in or fill out a known traveler #. He said he is not a global entry member.

11/26/2013 1:44:15 PM

Response:There are two primary ways to be considered eligible for TSA Precheck : travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA Precheck is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Precheck benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline at a participating airport. For more information, including enrollment, please visit http: www.globalentry.gov .

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

Caller flew from Juno AK as an on duty flight crew member with Empire airlines. He states that despite being a crew member, he was not allowed to bring his usual LGAs and was required to go through the AIT unit and to have a patdown. He says that he took a picture of himself being patted down. He has a SIDA for Anchorage and is part of the 12.5 security program. He says that he went through security at about 9:30 am today and his flight was later cancelled due to weather. He says that he has not been treated like this at other airports.

Advised caller:
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

11/26/2013 4:42:47 PM

Flight information:
Flight Path: Juneau to Sitka AK
Flight date time: 11 26 10:30 am (cancelled)
Flight #: 62 (cancelled)
Airline: Alaska airlines
Airport: Juneau
Gate Terminal: C2
Email (b)(6)

The caller flew through MCO to HSV with no issues. When the caller returned from HSV to MCO. The caller went through the AIT and did not alarm. The caller stated that her head dress showed on the body scanner and then she had to get a patdown and ETD. The caller stated that she is a Muslim not a terrorist and that she feels very violated and like they only did this because she is Muslim. The caller stated that this did not happen at MCO only HSV.

The caller was advised:

Airport police is separate from TSA and we are only located at the security check point.

ETD is a form of TSA Security.

11/26/2013 6:56:15 PM

The caller was advised that alarms are resolved by a patdown.

I explained that ETD is used at random and also after self Patdown or when traveling with extra liquids. The caller was advised that TSA uses ETD for different reasons.

TRANSFERRED TO MB AGENT (b)(6)

Informed lady that we have documented the information here and I would need to collect an email so that we can send the RFI to her so that TSA properly has this procedure completed according to law. She gave me her email address, and I told her she should receive the form in 24 hours with instructions.
She said she believed she was discriminated against because of her perceived religion, which is American Muslim
The caller wanted to know if passengers could still opt out of the AIT, as his wifes request to be screened by a patdown was refused by the male TSO conducting her screening. In fact, she was informed by the officer that PHX does not conduct patdowns, and she had to undergo screening by AIT. The caller wanted to know if this was true, and also wanted to file a complaint against the TSO.

Flight Information:

Date and Time of Flight: November 29, 2013.
Departure Airport: PHX
Airline: The caller did not have this information.
Flight Number: The caller did not have this information.
Terminal and Gate Number: 4
Description of TSO: The caller did not have this information.
Time of Incident: Between 9:00 and 10:00 AM

11/29/2013 8:17:14 PM

Advised Caller:
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.

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.

Disability Description: Caller stated she recently had surgery and was wearing a compression garment.

Response Details: Advised caller the following information:
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. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or 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

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.

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

12/1/2013 9:59:59 AM

If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could removed her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no. Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realized that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was african american too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,
(b)(6)

MY QUESTIONS:

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry

12/1/2013 3:35:59 PM

Hello,

Three questions:

1. Your website states:

"U.S. Citizens currently enrolled in CBP's Global Entry, SENTRI or NEXUS Trusted Traveler programs are automatically eligible to participate in TSA Pre?™."

Do I read this to mean that as a Legal Permanent Resident, even if I were a member of Global entry, I would not be automatically eligible for TSA PreCheck?

If so, when do you expect TSA PreCheck to become an automatic benefit for LPRs enrolled in Global Entry?

I got this automated response from either your office or the TSA Ombudsman following a complaint I made about running non-PreCheck passengers through the PreCheck lines in front of PreCheck passengers in Denver. Please refer to my comments below the following cut and paste. Thank you. I quote:

"Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

12/2/2013 8:17:12 AM

Passengers who are directed to theTSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre?™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre?™ eligibility. For more information about these programs, please visit our Web site at:http://www.tsa.gov/tsa-precheck."

I want to make it clear that this automated response does NOT address my concern. In Denver, at DIA, it appears that the TSA employees are routinely routing randomly chosen, non-TSA Pre-Check passengers through the TSA Pre-Check line. While waiting in the TSA Pre-Check line, as a TSA Pre-Check passenger, a group of about 15-20 passengers will be suddenly routed from the long, normal TSA security lines to the TSA Pre-Check lines. This is disruptive and inconvenient to the passengers who bothered to pay for and be screened of TSA Pre-Check handling. The non-PreCheck passengers appear to be randomly chosen. An entire group is brought over from the other lines and put in front of waiting PreCheck people. The passengers who are routed over in that direction don't know any of the rules. They need too much monitoring. The lines become too slow. The TSA employees who are normally more quiet in PreCheck lines start barking out orders in order to rush the non-PreCheck people through. It's just not good customer service for those who have paid for the Pre-Check service.

After it happened for the 4th time in 3 weeks to my adult son, he asked the TSA Supervisor about it. She told him that it was a test program at 5 airports across the country. My family is very dissatisfied with this program. It's just not fair or good customer service for those who have taken the time to pay, wait for processing, and then face the screening challenges that PreCheck initially required. We are dissatisfied. With the new policy and with this canned response to my complaint.

Please respond, if able. Thank you.
Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn t even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn t required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn t qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn t see her items during the process and if it wasn t for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn t happen again because she is traveling for treatments frequently to NY.
Caller thinks she should get some sort of compensation, thinks she should be moved to first class because of the incident.
Caller is grateful that TSA is conscientious, but, still felt embarassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else.
Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

12/2/2013 8:25:13 AM

Response:
Apogized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process.
Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening.
Advised if she isn t offered a private area for a patdown she can request anytime during the process.
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.
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.
Advised caller if additional information is required she may be contacted via email.
Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade.
Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

12/2/2013 11:20:47 AM

Caller:
Caller wants us to know about her opinion of the AIT. She is African American. She has to have her hair patted down every time she goes through screening. No one with straight hair has this happen to them. It is becoming very insulting to her. The TSO s have always been nice. She uses Precheck and loves it. She just wants us to know about her experience with the AIT.

Response:
Please accept our appreciation for taking the time to share your thoughts and concerns with us

Caller states that she is a TSA Precheck member, she has seen where people are getting this random, and she doesn t feel like this is acceptable, since she paid for her membership, and other people are receiving this by the airline, and she doesn't feel like we should allow the airline to do this to passengers who have no idea what their doing.

Also she states that there are no TSA bins she states that there were some at the TSA Expedited Screening at Tampa Airport which is great but any other place there are no bins and she feels like she should not have to place her 300 dollar purse on the conveyor belt alone since there are bags who have been on the floor and then they expect her to place her very expensive bag on the conveyor belt.

Informed caller:

12/2/2013 11:52:49 AM

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™. Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Passengers who are directed to theTSA Pre\u2713™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre\u2713™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage. Although TSA's new initiative leverages the current TSA Pre\u2713™ process, passengers should not expect to be directed to the TSA Pre\u2713™ lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre\u2713™ eligibility.

Advised caller that regarding the bins there is really nothing I can do as far as supplying bins.

Took callers complaint.

Disability Description: Callers son was in a wheelchair for screening.

Response Details: Told caller
I could only help her with her complaint for screening with TSA.
I explained to her that her complaint had two parts to it. The attendant that made her son get out of the wheelchair would have to be handled by her airline, they provide passengers with wheelchairs and part 2 was with screening with TSA.
I told her that passengers can use wheelchairs or crutches for screening but would need to let the officer know before screening starts.
I ask if the officer knew her son needed a wheelchair or crutches, she said they did not have them to use for screening but wanted the officer to recommend her and her son to go through the handicap line for screening or be taken aside, however I never understood she had ask for either. She said the officer should have been able to see her son could not walk on his fool.
I told her passengers with metal can use the AIT for screening, if there was an alarm during screening they will give a patdown to clear any alarm.
She now has stated once I ask if they even had a wheelchair or crutches to use for screening, she stated they did not have them at the checkpoint.
I could take her complaint on behalf of TSA and send it to the CSM so they could handle her complaint for her.
She would have to handle the complaint for the wheelchair attendant with her airline or the provided number from the first call, she was given the number for Aviation Consumer Protection Division at 202-366-2220.

12/2/2013 12:14:45 PM

Incident Details: Caller has spoke to Southwest. She says her issues are with TSA, Southwest has compensated her. She spoke to someone with TSA last Tuesday and she would get a report within 24 hours, she has not gotten the report. Her son has pins and plates in his ankle, he had surgery on Nov 12th. She says they were stopped at screening instead of using the handicap pass for screening she had to go through the normal screening with out the wheelchair and crutches. She says the wheelchair attendent made her son get out of the wheelchair and go through the normal screening line, she did not know what the wheelchair attendant did with the wheelchair or where the crutches.
She says the officer made her son hop through screening, once he was in the AIT, he was told he could not use the AIT for his screening. She says the officer was told about the metal in her sons body and still had him go through the AIT for screening then said once he was in the AIT he should not use it for screening.
The officer would not allow her son to use the crutches for his screening. She and her son both told the officer about the plate in his leg and could not use it for screening. She says the officer ordered him to not use the crutch for screening. She wants some sort of compensation. Southwest has offered her one way tickets. They declared the metal in her sons body.
They did not have a wheelchair or crutches to use for screening. She told the officer her son wasn t able to walk through for screening and could not use AIT for screening. She wanted the officer to officer them to go to the handicap side for screening, I never understood she ask for the handicap screening.
She says her son was cause pain because of this.

Airport:SFO
Airline: Southwest
Flight number: 323
Date and time: 9:35 AM 11-25-13
Terminal or gate: Gate 28
Items Damaged:

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote.
She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia
Airline:Southwest
Flight Number:1004
Date and Time:November 29th at about 12:30 pm
Terminal or Gate:E12

12/3/2013 9:43:14 AM Description of Bag:It is black with turquoise butterflies on it.

I apologized to the caller that she is missing the earrings from her bag. 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.

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). 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. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

The caller stated that she had a bad experience with PreCheck in Seattle Tacoma yesterday,12-02-13, at 10:00 AM at Gate B10 for Southwest Airlines.
She has a metal knee so she was offered the patdown, because they did not have an AIT machine at that line. She was upset because she was not told this prior to entering the line. She stated that she went through the trouble to get PreCheck and felt there should be an AIT machine available and a sign posted. The TSO did take her over to another line and let her use the AIT but she had to have her belongings scanned again and stated it was a waste of time for everyone. She feels the Supervisor, (b)(6) was rude because he told her that she is free to be her own advocate and check on it at the beginning of the line.

12/3/2013 11:08:00 AM RESPONSE:

Told her I am sorry she had that experience but am glad they did let her go to the other line and use the AIT.
I will send her complaint to the Customer Support Manager.
The caller said she flew from Charolette to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.

12/4/2013 1:59:51 PM I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.

Caller wanted to know what standard procedure is at a US International Airport for screening.

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said you do not have to take up the whole bench and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complaint she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO s name.

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.

12/5/2013 4:29:54 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.

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off. but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the 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.

CSM Referral Information: :
Caller flew from Dulles to Vienna, Europe 11-11-13. He removed his jacket and belt and put them on the belt but he put his passport in his pocket and entered the AIT machine. He was pulled aside for additional screening including a patdown and using explosives trace detection on his hands. The Officer said because you have a passport in your pocket we must check you and it did not sound right to him.

12/6/2013 9:09:05 AM

RESPONSE:

Told him that due to having his passport in his pocket he caused a anomoly on the equipment and when that happens we must apply other screening methods. Told I understand but in his case it was the passport because that was what he had in his pocket. He will know now to empty his pockets.

Offered to send information via email but he declined.

Caller states that last Sunday she traveled from Saint Martin to Miami so she had to go through TSA checkpoint. She states that she went through the AIT machine and it alarmed. She was waiting a couple minutes for another TSO to inspect her. She was told that she was not allowed to touch her items and the TSOs inspected her shoes with a swab. Caller claims she set off an alarm but they never inspected her. Caller anticipated receiving a patdown but they simply swabbed her shoes, and let her go. She states that this is unacceptable, she doesn t understand why her shoes were swabbed but they never did additional screening on her body.

12/6/2013 10:54:20 AM

Date: 12 01 2013
Time: 1:00pm
Flight: 1369
Airline: American Airlines
Airport: Miami International
Names of officers forgotten.

Informed caller:

that I apologized in the way her and her belongings were screened, and I would send this information to the CSM at the airport for resolution.

Disability Description: The caller has a prosthetic arm, and is unable to remove his shoes.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding 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, 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.

12/6/2013 6:51:05 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. 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.

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 passenger cannot remove his or her shoes due to possible medical complications or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

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

Hello:

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

12/8/2013 1:16:19 PM

Thanks in advance for your time.

Best regards,

(b)(6)

(b)(6)

Consultant

Cell (b)(6)

Original record from (b)(6)
Caller had an issue with security at Miami. She said that one of them said you don t have to take off your jacket or shoes. She went through and it beeped. She thought the female Hispanic told her to use the AIT so she took off her shoes and she started over there and the TSO started yelling at her. It was ridiculous. She asked for a supervisor. This happened at D1. She was given a paper by someone who said they were the supervisor named (b)(6) The TSO (b)(6) was the one doing the screaming.

She said because she was black she took it very personal. She said that the Hispanic lady was showing off in front of her Hispanic friends and she feels that this was very discriminatory because she is black.

Record was transferred to (b)(6)

12/8/2013 2:20:34 PM

Caller went through terminal D-1 at MIA around 12 07 2013 about 1030 am.
She originally spoke with a black TSO with dreads who told her that she did not have to take her shoes or jacket off unless it beeped. When it did beep TSO (b)(6) gave her some sort of direction; but she misunderstood what she said.
TSO (b)(6) began yelling at her and got loud; because there were other Hispanics were around.
A supervisor came out by the name of (b)(6) (who was medium built and Hispanic as well) and seemed to be unconcerned, and tried to cover for her. She also feels as though he gave a false name because he was Hispanic.
She also stated that the incident occurred because she was black.
She did say that she was also going to contact American Airlines as well.

I explained to her that I would need to have her complaint filed in writing. And she provided me with her email address.
Since the incident happened between a TSO and a Supervisor who were not very accommodating; I will also forward the complaint to the CSM at MIA as well.

12/8/2013 7:39:24 PM

Caller flew from Newark, NJ to LAX. She has Cereal Palsy and Epilepsy. One of her hands is permenantly clenched in a fist and she had a piece of paper that she had forced into her and. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn t have to endure this kind of treatment and would like to voice her complaint.

Advised 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.

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.

12/9/2013 10:46:07 AM

The caller is in the airport and went through screening. The caller stated that it is his right to opt out and it is unconstitutional that the officer made him go through the machine.

The caller stated that he has a right to opt out of the machine. The caller stated that the screener said go through the machine. The caller stated that he said he was not going through that machine (AIT), he was going through this machine (WTMD) and pointed at it. The caller stated that the officer forced him to go through the machine he opted out of.
The passenger told her she was not doing her job.
The caller spoke to a supervisor who was very nice and told him that he has that right to opt out.

Supervisor (b)(6)
Screener - (b)(6)

Airport: William P. Hobby
Airline: Southwest
Flight Number: 11
Departure date and time: 9:15 and 9:45 am on 12-09-13
Description: 5 foot 9 inches, 175 pounds, hispanic 40 year old, brown jacket, jeans and white shirt
Left arm pointing to machine to tell officer that he was opting out
One Checkpoint

Response:

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 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.

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she cant go through the WTMD and was told by her physician not to go through the scanner either.
She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn t call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal.
She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated bcause they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address.

12/10/2013 8:36:44 AM She wanted a phone call from the CSM.

Response:
Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, 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. 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.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Caller flew from Orlando, Sanford to MidAmerica, Scott Air Force Base in IL, on 12-5 because she was moving her mother to assisted living. She had 2 small bags with jewelry in her suitcase that she has been unable to find. She is missing two Lia Sophia necklaces, one is a 3 strand necklace that comes aparts and it is called, Great Expectations which she paid $49. It was in a cloth jewelry bag with a drawstring at the top. She is also missing a Lia Sophia necklace which has a silver cross and it was $24 and in a yellow jewelry bag, satin material, with a snap top.
Flight #660, Allegiant Airlines, Gate # was suppose to be 12 and was moved to 10, Baggage Tag #(removed at her mothers, not available). She did curbside checkin upon arrival at the airport and the flight departed at 3PM.
There was a NOI inside the bag and nothing written or stamped on it.
The bag was a black, Jeep Brand, heavy duty plastic large size roller bag with 4 wheels. There was a blue name tag from AMA Waterways around the handle and it wasn t locked.
Caller asked how she should pack jewelry for future reference

Response:
Apologized to caller and provided claim form via email.
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.
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.

12/10/2013 10:56:46 AM 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 encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Sanford
Orlando Sanford International Airport
407-585-4573

Explained baggage screenings are under surveillance video and can be reviewed by the CSM.

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

Dear TSA folks,
I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)

(b)(6)

Come as You Are - Leave Inspired!
P Please consider the environment before printing this email.

This e-mail and any attachments may contain confidential information from the Unitarian Universalist Church West (UUCW) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the UUCW in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.

12/10/2013 2:08:56 PM

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, December 08, 2013 3:48 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

Sirs:

Please read this e-mail. I am not requesting a visit from my local TSA agent.

I am currently preparing a talk about airport security to be presented to meetings of the Center for Inquiry in Portland, Oregon, and its sister group in Salem.

I would like this presentation to be as up to date and accurate as possible. The best way to so is to acquire certain information directly from the Transportation Security Administration, rather than through news stories and other secondary sources.

12/10/2013 2:09:32 PM

My questions regarding full-body scanners are these:

Have all X-ray backscatter AITs been removed from airports?

Where are they now?

Are some of them being used by the Department of Homeland Security to screen people in other locations?

If so, are all people being made aware that they are being screened?

How many millimeter wave AITs are now deployed?

Brand name, manufacturer, unit cost, number currently deployed

Total number to be deployed and total number contacted for, of each brand

12/11/2013 11:47:12 AM	Response Details: Caller wanted some information regarding the machines. AIT is a classification that covers two similar technologies, millimeter wave and back scatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. Told caller that using the machine is voluntary and you do have the right to opt out. Caller wanted to know what she can do to file a complaint. Told caller that I can send a complaint to the CSM s at each location where this has occurred. Caller did not want me to do that. Also advised caller that she can send in a written complaint and I can send her the paperwork. Also provided caller the email address. Your complaint can be sent to either: TSA-CRL@tsa.dhs.gov Emailed the caller the DRFI. Told caller that when going through screening the next time if she has a issue when trying to opt out of the AIT she can request a PSS. Also advised caller if this occurs again when going through screening that she can call us and we can also send her complaint to the CSM at that location. Incident Details: Caller said that she has had 5 encounters where she has tried to opt out of the AIT because she has a insulin pump.Caller said that she was told by the officers that pumps can go though and she is unnecessarily asking for a patdown. Caller said that the agents are telling her to go through the machine and getting rude with her when she does not. Caller stated that this has occurred at MKE,BWI, and MCO.

I am still waiting for a reply to my message below. Please advise when I can expect a meaningful response. Thank you.

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 7:03 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: FW: TSA PreCheck and Global Entry

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

12/11/2013 12:09:19 PM

Sincerely,
(b)(6)

MY QUESTIONS:

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry

Hello,

Three questions:

1. Your website states:

I did receive a telephone message on December 4th from (b)(6) saying that my message would be forwarded to the appropriate office.

I have not had a response.

What can I do?

Thank-you.

12/11/2013 12:09:28 PM (b)(6)

****

Please respond.

My question now is, as a county correctional facility, would we qualify?

Caller is a flight attendant for American Airlines and was denied entry into the KCM lane at Charlotte Douglas.

12/12/2013 2:16:22 PM Advised Caller:

After evaluating alternative security protocols for flight crew members that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crew members that do not require the use of AIT machines. In addition, flight crew members are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Caller asked if anything can be done about going through security. She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response:If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. 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 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.

12/12/2013 2:44:09 PM At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Just came through PIT and had concerns about the security procedures. The TSOs were saying they did not agree with random passengers being taken through the checkpoint without paying the fee and having an interview. The TSOs did not know why this was going on and called it Management Inclusion.

Advised caller:
TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

12/13/2013 2:06:41 PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck .

Since he did mention that this the TSOs did not know why this was happening and did not agree with it and voiced that to other passengers I will send this complaint to that particular airport.

Feedback Type : Security Issue
Categories : Miscellaneous/Other; Advanced Imaging Technology Current Date/Time : 12/14/2013 7:19:11 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/01/2013 9:30 AM Airline & Flight Number : USAirways Checkpoint/Area of Airport : checkpoint TSA Employee: (If Known) :

12/14/2013 9:24:45 AM

Comment : My husband's boarding pass said TSA pre-check and he was directed through a quick and easy check. I had to go through regular line and was detained for nearly 30 minutes because of suspected explosives on my hands - which I now understand was probably my hand lotion. I have learned that many false positives come from hand lotion or other glycerin-containing products. Why is this not a caution on your website? The TSA person was curt and vaguely rude as she rummaged through my "stuff" in the private screening room. She gave me no information as to why I might have set off the machine. Meanwhile my 71 year old husband had no idea where I was or why since we had been separated at the beginning of the line - very disconcerting for both of us. The next day I again set off the machine at the Miami airport. This time a very polite TSA agent swabbed my hands, informed me that hand lotion is often the culprit and also warned about fertilizer on golf courses being another source of machine positives. I spent a couple of pleasant minutes with this agent and was on my way. A much different experience than in PHL. Obviously we don't want explosives on planes but why not publicize sources of frequent false positives - would most likely free up your agents to find the actual bad guys.
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 has been having issues with TSA PreCheck. Caller has a KTN with GE. Caller travels frequently from SVG and the KTN is in the record with the airline. The boarding pass did not have TSA PreCheck logo and she went to the line and provided the GE card. She was referred to the other lane. Caller went to PHL and flew out of PHL, US Airway still did not receive TSA PreCHeck. They were able to reprint the boarding pass and she received TSA PreCheck out of PHL. Caller is flying tonight and they checked the information, but it did not show up as eligible for TSA PreCheck. Caller wanted to know what the point of TSA PreCheck if it is random. Caller was under the impression is was random for those FF members and not GE members. Caller has never not been selected until just recently. Caller signed up for TSA PreCheck due to the regular AIT machine. Caller flew to DTW in order to sign up for TSA PreCheck. Caller wanted to file a complaint regarding the nature of the program, being random.

Advised Caller:

12/15/2013 6:51:37 PM

If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck™ expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.

If you made your flight reservation through a travel agent, or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation. Confirming that your PASS ID was successfully included on your airline reservation each time you travel will help to ensure you are considered for TSA PreCheck.

Please note that even if you opt in for TSA PreCheck™ with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck™ does not guarantee expedited screening. If notice a consistent problem, you may want to contact us back.

12/16/2013 9:56:06 AM

The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.

I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.

Thank you for your prompt reply to the email I sent earlier and for providing a contact address for Mr. Pistole. FYI, I spent considerable time on the TSA website, back and forth between various levels and pages of the "Contact Us" section, trying to find a mailing/contact address for him. No place on that site does the address you provided in your reply appear.
That's why I sent my letter to this Contact Center address.
(b)(6)

-----Original Message-----
From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To(b)(6)
Subject: In Response to your inquiry.

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

12/16/2013 4:50:32 PM

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

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

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

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

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

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to
Disability Description: Caller is calling for procedure for PreCheck for medical disabilitis.
He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing, there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.
He had the mailing address so I gave him the email, TSA-CRL@tsa.dhs.gov

12/17/2013 3:09:30 PM

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.
Name: (b)(6)
Phone:

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening.
He and his wife has disabilities and have to go back out for additonal screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

Caller was flying out of DTW and was subjected to secondary screening and wants to know why.
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.

12/18/2013 5:23:17 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.

Caller said about a month ago she went online, because she and her sister are traveling Internationally to London and she has some physical issues, and she applied for PreCheck.
Last night the airline, United, said TSA was supposed to send you something. She applied for something but did not go for an interview with CBP. She does not have a card or a number.
She recently fell on her hip replacement and she is limping and uses a cane but she can walk fine for screening without the cane.
She cannot do online check in for her international flight and she must stand in line to get checked in at the airline counter first.
She went to the global website and wanted assistance with applying.

RESPONSE:

CBP Trusted Traveler Programs
Individuals who travel internationally on a frequent basis may be interested in a membership with a CBP trusted traveler program, such as Global Entry. In addition to TSA Pre\u2713™ eligibility, CBP's programs offer expedited clearance upon arrival in the United States. TSA Pre\u2713™ eligibility as a member of a CBP trusted program is currently limited to U.S. and Canadian citizens. You actually apply at www.globalentry.gov.
You may have linked to it from the TSA Site but I cannot say what it was you went online and did.

12/19/2013 8:09:33 AM

Told her we have a program through TSA now but it was not in place a month ago.
TSA Pre\u2713™ Application Program
Currently, U.S. citizens, dual citizens, and Lawful Permanent Residents are eligible to apply to 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.

Either program would get you a Known Traveler # to enter into the airline profile. Confirmed TSA is only domestic and the Global Entry gives reentry benefits.

For help with the Global Application contact Goes Support: 1-866-530-4172.

Told her PreCheck will not help with waiting in line at the airline counter. It takes time to apply for and get approved for the PreCheck.
To get to TSA screening faster she might ask for a wheelchair assist or use the disability line.
Since she can walk we will screen her cane and do her screening as usual. 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.

Offered email but caller declined.

If you have any concerns or need assistance at the checkpoint you may ask to

Disability Description: Caller had a brain injury, she always uses wheelchair service- she is partially blind and she does not have the balance. She lets them know ahead of time that she cant walk through the WTMD, but some people will not allow her to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability, people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair, she has asked for a supervisor because a complaint was irrelavant.
Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

(b)(6)

This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

12/19/2013 12:05:16 PM

passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

Response Details: Asked the caller if 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?

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.
SUP CALL

Escalation Notes (b)(6)
The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and mobility impaired.

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 The caller wants to make a comment about screening procedures. The caller is an active duty service member and he is traveling through DFW. The caller states that AIT or a patdown feels excessive for active duty military. The caller is unhappy about this because he feels like he is treated like a criminal by having to go through screening procedures.

Advised caller:

12/22/2013 1:20:34 PM

The U.S. Department of Homeland Security is composed of several component agencies that handle different types of acquisitions, and TSA receives an unprecedented number of ideas, suggestions, and proposals regarding information and aviation security technologies from manufacturers, vendors, Federal agencies, and citizens.

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

I also advised the caller that all of our records are recorded.

12/23/2013 10:16:55 AM

Caller is concerned that the radiation at screening will be harmful and is concerned with her personal items going through screening while she waits for a female officer to perform the pat down.
Explained that TSA has removed the old machines that used a low dose radiation type screening and is cuurently using only an AIT that uses an RF signal that penetrates the clothing but not the skin and is not harmful.But the TSO s are trained to maintain sight of her personal items when she is going through screening.

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that screened her BiPAP but did not take it apart.

12/23/2013 12:51:36 PM

Advised caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Regardless of whether the passenger is screened using 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 the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.

The caller wanted to know how to use Precheck. The caller stated that he finds it odd that a lady and her kids got to go through and that military gets to use it but LEOs do not. While at STL today The caller stated that he went to The officer by The WTMD and explained that at most airports they allow him to show his LEO ID and go on through The WTMD. He told The TSO it was no big deal either way he was just asking. The officer told him he needed to go on to regular line. The caller stated that he then went through The AIT, The officer standing there right after you passed The AIT smarted off to The officer and stated well you don t have to fly rude and sarcastically. At this point The officer requested to speak to a supervisor and he did not know if this did any good but he wanted to make a complaint about this situation. The caller wanted to give The suggestion that expedited screening is offered to LEOs The same as Military personal and wanted to know who to provide this feed back to. The caller wanted to know if The CSMs are located at The airport. The caller wanted to know if The fee to enroll in The TSA Application Program can be waved for LEO. The caller wanted to be emailed John S. Pistoles contact information.

The caller was advised passengers that use TSA Precheck can take children through with them that are 12 and under.

Explained that The following TSA Precheck lane was available at STL for Southwest.

Southwest Airlines
Terminal 2, Concourse E

The caller was informed that we have not precheck but another form of expedited screening available for passengers 75 years or older that allows them to keep on their shoes and light out wear only.

12/23/2013 6:54:16 PM

TSA Precheck expedited screening benefits to U.S. Armed Forces service members, including reservist and National Guard members, who possess a valid Common Access Card (CAC) at 10 TSA Precheck airports. Eligible service members do not need to be in uniform to participate in TSA Precheck Family members, ages 12 and under can process through expedited screening as well.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Beginning December 20, 2013, TSA will offer TSA Precheck expedited screening to members of The military at all participating TSA PreCheck airports when they use their Department of Defense (DoD) identification number when making flight reservations.

The caller was advised some airlines are selecting passengers at random.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Currently, TSA PreCheck is limited to select airlines and each is contacting eligible frequent flyer s with an invitation to opt-in. Once a passenger opts-in, The airline identifies The individual as a TSA PreCheck participant when submitting a passenger's reservation information to TSA.

Disability Description: The callers father flew from LGA to TPA Dec 17th, at 9:00 or 10:00 am. He is 90 year of age and legally blind. He was in a wheelchair and he is not stable on his feet. He has a cane. He stated that the TSA told him to stand with his cane and he had to go through the AIT machine. He took his cane and he was not able to raise his arms. He stated that he is not sure why they did not leave him in the chair or give him a patdown. He stated that he told them that he is not able to stand stable. He had a torn rotator cuff and was not able to raise his arm, therefore they would not have gotten a clear image for screening. He stated that he flew from Delta Gate C. He stated that he thinks they need to be retrained on the procedures, because the standard procedure was not followed. He stated that normally they would have just conducted a patdown, and swabbed for explosives.

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?

12/24/2013 10:46:46 AM

Incident Details: He does not want to file a written complaint.

Passengers Name: (b)(6)
Departing Airport: LGA
Destination: TPA
Airline: Delta
Flight Number and Time: 11:30 am
Gate: C
Date and Time: December 17th, 2013 @ 9:00 am

I explained that I can forward the complaint to the CSM at LGA so that they can be aware of the situation.

Caller asked about screening processes because he went through recently regular screening and was motioned over by another agent that he was selected for precheck? He was asked to remove his shoes and he decided to opt out of the AIT and thinks it was the precheck line. Had a patdown and had to wait for someone to become available.
He almost missed his flight, what recourse does he have because he had to wait for someone to perform a patdown?
Refused to provide personal information or airport he departed because he doesn t want to be placed on a watch list. Asked if he was under some sort of house arrest?

12/26/2013 9:21:12 AM Response:
Advised caller it sounds like he was selected for the AIT not precheck line and he has the right to opt out, but, is required to have a patdown to complete screening process. Voluntary screening method, not a requirement.
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
Explained he may have to wait for someone to become available to perform the patdown depending on the number of agents on duty and number of passengers flying.
Explained TSA isn't a law enforcement agency, only responsible for screening of baggage and passengers before boarding a commercial flight.

Caller is 76 years old. He flew form Albany to Asheville. He said that in Albany he was given a card and he did not have to take of his shoes or jacket. He said that he told the TSO that he has a metal knee implant. He said that he set off an alarm and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a through examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

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. 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 sites default files publications disability_notification_cards.pdf.

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.

12/26/2013 10:07:44 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 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.

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.

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 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.
I told him that passengers should be treated the same all all airports.

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of 855-787-2227.

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

12/26/2013 9:39:01 PM

Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA. (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD. (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability. (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13
AIRPORT New Orleans
AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740
CONTACT INFORMATION (b)(6)

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the paldown. She told the person at the checkpoint and the woman was rude and said she didn t care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

12/27/2013 2:27:53 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. 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.

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

Caller said she has precheck and has had 2 flights in Dec. with Delta and United and got precheck. She said they are traveling on Jan 2 with American and were told they are not in the precheck program with them. She said they did not go through global entry but her husband said they are both signed up. She said they are retired military and he has his govt.ID.

Response:I advised her that with global entry and TSA Precheck Application Program she will go through fingerprinting and an interview and that an invitation from one airline does not transfer over to other airlines. I advised her to go to global entry.gov or tsa.gov for the precheck application.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

12/28/2013 2:44:28 PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry.

I advised her that precheck is random and unpredictable for security reasons.
Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5 6-5 8, caller states that she was not skinny but she was not fat.

Advised Caller:

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.

12/28/2013 7:35:53 PM

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

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

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.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

12/29/2013 1:18:10 PM

This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

~~Confidentiality Notice:~~ Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege ~~and may otherwise be protected from disclosure.~~ If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message ~~is strictly prohibited. If you received this message in error, please notify the sender immediately,~~ delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachment to this message. ~~We cannot accept~~ liability for any loss or damage caused by software viruses.

Query:
Caller feels like he has been the victim of racial profiling whilst going through screening at CHS. Caller is a TSA PreCheck Participant. Caller had an orange mark on his boarding pass that notified officers that he had PreCheck, but he states that a TSO made him go through additional security due to the TSO saying that they were looking for drugs. Caller believes that this was racial discrimination.

Resolution:
Record was transferred to an MB agent for further processing.
(b)(6) completed this record.

Got to the first TSA lady she saw that he was pre-approved for PreCheck. She said he had to take laptop out and let it go through machine and wait. He did not have to take his shoes or coat off. Next agent approached and he showed his boarding pass. The agent told him he had to get in the AIT and told him they were looking for drugs. He went through machine and was told to empty everything out of pockets. He was then wanded down and his wallet was combed over. The agent then said if he did not allow him to do this then he would make him go through screening again. Feels as though he is a victim of profiling. Agent said that he was looking for drugs.

12/29/2013 1:35:13 PM

Date: 12.27.2013 330pm
Airport: Charleston, SC
Gate or Terminal: B
Airline: American
Agent was a short, white younger aged male. Maybe 5 6 or 5 7 and 170 lbs. blondish brown hair.

Did let him know that this complaint would have to be in writing.

He also stated that he was going to be pressing charges.

Since this occurred at a particular airport; I did let him know that it would be sent to a CSM.

I also confirmed that he was actually being discriminated against by a TSA Agent, and he said it was definitely

Feedback Type : Complaint
Categories : Other
Current Date/Time : 12/29/2013 9:36:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/15/2013 1:30 PM Airline & Flight Number : Westjet 1771 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : On Sunday, December 15, my mother and I nearly missed our flight because of an exceptionally slow line at security. I am writing about that as well as a couple of suggestions.

We were flying out on Westjet 1771 which was to leave Phoenix at 2:30 pm. The airport wasn't crowded at all. We were in Terminal 4. After checking in, we got to the TSA security checkpoint at about 1:20 pm, thinking we were in good shape. But then we saw the line-up. It was winding back and forth about 5 lines deep. That would have been fine if the line was moving along, but the thing is, it wasn't moving hardly at all. Every couple of minutes we'd shuffle another few feet. The reason for the slowness: there was only one security machine being used for general passengers. And they were using the AIT machine which seemed to take longer per person.

Within the first minute of being in the line-up, I knew we were in trouble with catching our flight unless another lane opened up. By 1:55 (35 minutes later), we were still only halfway along and I knew that our flight was now starting to board. Others around me were obviously nervous too. I heard one gentleman behind me say that his flight also left at 2:30 and could miss it.

Finally, about 2:05, a group of TSA employees came onto the scene and they soon opened up another checkpoint and added 3 more people to id the passengers. Then the line started to really move. We got through the security about 2:15. I looked at my 74-year old mother and said, as we were putting on our shoes that we were really going to have to hoof it if we were going to make the flight.

12/30/2013 8:31:33 AM

As we reached the concourse where our gate was, the PA system announced a final boarding call for our flight. We started to run. Then they gave another final boarding call and called out about 5 names including ours. I had to leave my mom to struggle on her own while I ran all the way to the gate at very end of the concourse to say that she was coming. The airline agent had already locked up the door to the gate and had to open it for us. While going through, I mentioned that any others they were waiting for may have been delayed by the security line-up, in case that helped them to wait.

The bottom line is, that was cutting it way too close, and I think there are few things that would help in the future. I don't know how often the security line-up moves that slowly at Sky Harbor. But if it is a frequent thing, it makes flying into Mesa much more attractive.

Here are my suggestions for preventing long lines in the first place:

1.Open up additional checkpoints earlier. We were lined up for about 45 – 50 minutes. Those who can see the wait is about 30 minutes and is increasing, should be given the authority to tell a supervisor or coordinator who makes the decision to open up additional checkpoints.

2.Use technology to anticipate passenger volume based on number of flights and passengers for any given hour. Then plan ahead how many TSA employees to have on hand.

For those times when the wait is extraordinary, put in place any of these suggestions:
3.Use the faster technology, which I'm guessing is the metal detector, not the advanced imagining machines which seem to take longer.
Disability Description: Caller has just had open heart and knee surgery and is wanting to file a complaint against the Reno TSA.

Response Details: I apologized that he had this experience and provided him with the mailing address so he will be able to file a formal complaint.
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

12/30/2013 11:17:01 AM

Incident Details: Caller flew out of Reno yesterday and went through the screening process around 9:00am. He has just had open heart and knee surgery. He told the agents that if he goes through the screening technology an alarm will sound. He went through the AIT screener and an alarm sounded. A female officer stated that he was suspicious and he was made to go to a private screening room where he went through secondary screening. The officers searched through every thing that he had even his wallet. Caller thinks that he is being discriminated against due to his disability. He also stated that the lady that sent him for additional screening should be fired. He wants to write a formal complaint against the TSA at Reno.

Caller s two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties.The sister with the disabilities has MS,difficulties removing shoes and uses a cane.The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.Passengers in 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. 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. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

12/30/2013 3:24:28 PM

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.

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 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 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 hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. 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.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this make TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

12/30/2013 3:35:36 PM

All passenger must be screened. 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. 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.

Airport: EWR
Airline United
Flight#: 5795
Date and Time: 12-13-13 12:23PM
Email (b)(6)

Dear sirs,
My family and I travelled from Dfw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance.

(b)(6)

1/1/2014 5:06:51 PM

>
>
> Begin forwarded message:
>
> From: (b)(6)
> Date: December 15, 2013 at 2:23:57 PM EST
> To: (b)(6)
> (b)(6)
> Subject: Fwd: In Response to your inquiry.
>
>
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From:
Disability Description: Caller is hyper sensitive to chemicals causing her to have anxiety attacks.

Information Request: Wants to know how to ge thrugh screening without being axposed to radiation or a pat down.

1/1/2014 6:59:34 PM

Response Details: Explained that TSA has remover the baxckscatter devices and the current AIT is an RF signal that does not penetrate the skin just clothing looking for prohibited items.
Explained that in the future she should call 72 hours prior to travel for assistance and offered to send her information and she was already on website and said she would print out notification card.Explained she should ask for a PSS if she has any concerns.

Caller and her husband both got PreCheck on their trip out on Virgin America. He got it on the trip back and she did not. She wanted to know why. She thinks that if they are flying together they should both get PreCheck. She asked how passengers are selected. She wanted to know if it is random. She made the statement that she would need to fill out a form with Homeland Security to be guaranteed. She said that she does not remember enrolling in PreCheck. She stated that it may have been through the airline she is not sure.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

1/2/2014 10:17:09 AM

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA PreCheck process, passengers should not expect to be directed to the TSA PreCheck lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA PreCheck eligibility. No individual will be guaranteed expedited screening no matter how they enroll in PreCheck. I told her that passengers flying together may not be chosen for PreCheck on the same flight. I told her that PreCheck is random.

Caller is diabetic and has an insulin pump. He flew recently from both LAS and AUS and had an incident occur at both places. They refused to allow him to have a manual pat-down. Caller complained to TSA in Austin and it happened again in LAS. He was put in the rounder (the AIT). He has an artificial ankle that it didn t pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren t looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the _rounder_ (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

1/2/2014 3:06:24 PM

I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That s why he puts the narcotics in the bag. Some of these are oxycontins. When he got back to Austin, his bag wasn t zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, Nacho Reyes (?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

1/2/2014 8:14:22 PM

Caller said something about a reference number on an earlier call on a complaint. The reference number is (b)(6) He said he had a complaint about why they made him go through the xray machine with an insulin pump when he told them he wanted a patdown. Caller said he is not mad at anyone at TSA but he is at Southwest. He said it has nothing to do with the damaged luggage. He said (b)(6) was the nicest guy you would ever want to talk to. (b) told him that between the laptop book and lotion, it is not the bag. He said he does not know why TSA called him back. He said he does not want someone fired or get someone in trouble. This happened on Dec 13th, 2013 when he was flying out from Austin to Las Vegas NV. He flew back on Dec 16th. 2013. It was a direct non stop flight both directions. Caller said this was not a failure to accomodate him due to his disability. He asked if the AIT was an xray or not. He said that was his major concern. He said everyone he has talked to (b)(6) the guy at the airport, and you are very nice to talk to. Caller just recapped his previous complaint.

RESPONSE: Asked caller if he feels that this was a failure to accomodate him due to his disability. He said NO.

RESPONSE: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

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) East Point Ga 30344
Zipcode:

1/3/2014 2:09:07 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? Yes
Religion? No
Nationality? No
Gender? Yes
Disability? Yes

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

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely (b)(6)

1/4/2014 3:17:41 PM

(b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01 06 2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

1/6/2014 8:10:59 PM

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Patdown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Caller flew from ABQ yesterday. She says they were profiled from the time they arrived. She checked her luggage outside and put the lock that matched her luggage and purse on her luggage. When she arrived in OAK, her lock had been cut. She was very upset about this. She says that she flew with the bag and the same items from OAK and the lock was not cut off. She wants to know specifically what in her bag triggered the alarm. She states that she could have been contacted. She states that if she had something in there she wasn t supposed to, she would have been contacted and wanted to confirm this. She states that when she, her husband, and daughter went to security it took 10 minutes to get their IDs checked. The officers checked her and her husband s IDs then confirmed their daughter s identity with them. The officer then asked the child for her first and last name to verify it was correct. She says that the officer assumed they were lying. She states that both she and her husband went through AIT and then received a patdown. She states that her husband had a hat on and had to remove this. He didn t have to remove this in OAK and she began complaining that others who were wearing turbans did not have to remove these. She states that she is black and that there was a lot of racism going on at the airport that day. Caller does not have an email address.

Airport: ABQ
Airline: Southwest
Flight Number: 120
Confirmation: (b)(6)
Date: 1 6 14
Check In Time: 9:28 a.m.
Time Through Security: 9:45 a.m.
Baggage Number: (b)(6)
Terminal Gate Checkpoint: She does not know this information.

1/7/2014 4:12:52 PM

Advised caller:
TSA is not liable for locks. The bag first goes through the in line baggage screening system. If the bag alarms, which any number of things, including books, magazines, and containers of liquid, can do, we have to open this. If there is a lock, we have to remove it. Advised caller that if a prohibited item is found in the bag, the airline is contacted and they make the decision whether to remove this or not. If they tell us to remove this, they take control of the item, not us. Advised caller that if something serious like a bomb or something were to be found, of course she would be contacted because law enforcement would be involved at that point.

To make her complaint regarding the discrimination formal, she will need to send a written correspondence. Advised that I could email to her. Since she did not have an email address I provided her the information verbally.

She should include:
-Contact information - full name, telephone number
-Detailed description, including:
-Airport
-Date and approximate time of experience
-A description of the experience
-The names or description of the TSA personnel involved
-Explanation as to how you believe this experience was discriminatory.

Caller said she was provided a yellow card by the document checker going through security and when she arrived at the checkpoint was told she didn t have to go through normal security. She states she didn t go through security, AIT or WTMD. She said the lady TSO took her arm and around the AIT to where her items were on the conveyor belt. Her personal items went through the x-ray scanning. She states she didn t keep the card, but a TSO told her she didn t have to remove her shoes and she walked her around everything. She was so shocked she didn t have to go through screening, but, someone at security took the yellow card back from her and she is wondering what was on the card?
She flew from Sarasota via CLT to DCA via US Airways. Didn t go through security at CLT because they remained in the secured area of the airport.
5:40 AM departure, Flight #4077, Gate # not available., small airport, HK2540AM and 72A Area is on her boarding pass. Stated the ticket agent printed for her after the Friday flight was cancelled and rescheduled for Monday.

1/8/2014 8:32:06 AM

Caller thinks it was strange that she didn t go through security and said there were very few people at the airport at that time of day going through security.
She was traveling with another passenger (b)(6), and she had to go through security as normal. She didn t get one of the yellow cards.

Response:
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.
Explained to caller information would be provided to the CSM at SRQ.
Advised caller we no longer use wands and questioned her regarding the screening and she insists she didn t go through the WTMD or AIT.

The caller flew from JFK to ATL To MO yesterday and when she went through the AIT she was subject to additional screening without being asked or told what was going on. The caller stated that the TSO agents were rude to her and her husband and then her luggage was delayed.

The caller was advised TSA has no way of matching matching checked luggage to someone at the checkpoint.

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. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

1/8/2014 2:30:34 PM

The caller was informed that patdowns are used to resolved anomalies that show when going through the AIT.

Airport- JFK
Airline- Delta
Flight Number- 474
Date and Time bag was checked- 01 07 2014 7:00 a.m.
Terminal- C 60
Gate- B 22
Email-(b)(6)
Phone Number-(b)(6)
TSO Black female tiny skinny TSO Hispanic tall male

I informed the caller that we would send a copy of this complaint to the CSM of JFK.
Caller is a contributor to Ohio State. She went from Port Columbus to Fort Lauderdale last week. Coming back she and her two grandsons went through Fort Lauderdale. She is very unhappy with TSA.
One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport:Fort Lauderdale
Airline:Airtran
Flight Number:7417
Date and Time:January 4th at 8:30 am
Terminal or Gate:B6
Name of Person involved(b)(6)

1/8/2014 3:09:05 PM

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSO s are trained in the proper manner to screen passengers.

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically.
I told her I could forward this to a CSM for review.
She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:
Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don t do anything wrong, they don t have any guns, he doest t use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn t want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. 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.

I told her that since we aren t at the airport, she can contact the CSM directly and provided her with the number

Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

1/8/2014 3:43:50 PM

Advised caller it seem to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening.

The caller went through security screening at TPA. She presented a temporary drivers license paper from IN, which was out of state. It was just a print out paper and she tore off the part that she had. It had her information, a notary seal, and a code that can be scanned. At IND she did not have any problem with the temporary CDL. She now has her CDL license but did not have it when going through in TPA. She was immediately told that a supervisor had to be called. The supervisor asked for another form of ID, like a social security card. She only had the temporary license and some credit cards so she did not have a second form of ID. She had an 8 ounce bottle of lotion as a gift that she was told to trash . She stated that she was almost in tears and had to go into a cubicle and put her hands on her head. The last TSO she went through told her that she could have mailed it but she had already trashed it. She stated she was treated badly. She stated that the passengers keep TSA employed and she does not think passengers should be treated like this.

Flight Info:
Airport: TPA
Airline: Delta
Flight: 1572
Date: 1-10-2014
Time: Departure- 9:40 AM Screened- 7:00 or 7:30 AM, maybe 8.
Location: She does not have the location because she does not have the boarding pass with her.
Description: She was wearing blue jeans, hiking boots, a beige turtle neck shirt with a blue sweatshirt over it. The sweatshirt had Custard State Park on the front.

1/11/2014 10:08:27 AM

Advised caller:

TSA always has the right to ask for a second form of ID if they are unable to verify identity. A paper temporary ID is not on the acceptable ID list for TSA.

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 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.

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 if possible.

The cubicle is the AIT which is just used to screen passengers. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. 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.

I will forward this to the CSM for review.

Disability Description: Caller had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

1/13/2014 10:19:21 AM

Response Details: I told him that 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 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. Allow ample time.
Yes you will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared.
You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening.
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 did not want email.

Caller would like to know about precheck. He would like to know whether or not he has qualified for that. He has never received precheck, but his wife has it. His wife has flown 4 times and she was selected and he was not. He asked if there were any way to request to get random selection. They flew from Raleigh Durham, she did not have a precheck logo but once they scanned her pass she got it. He would like to get it too, he does have a FF number with Delta but not as many miles as his wife. Somebody told him that he was already opted in but he is not getting precheck, he does not remember receiving an invitation. He stated his wife did not receive an invitation, she is a FF through Delta but got it through Southwest. He asked why he had to pay a fee through TSA and GE if she does not have to in order to be a FF. He does not understand why he would have to pay a fee because they think he is a terrorist, he says thats what TSA treats him like. He is seriously not happy with this, the screening is total disorienting to him. Portland Airport is terrible at security, it makes you feel like youre being stripped naked in front of everyone. He thinks the next time he goes to Portland he will get in the car and drive, he is wanting TSA precheck or expedited screening which should happen for elderly people anyways so he will try to apply through TSA.

Advised caller that TSA precheck is random and never guaranteed. If he has not been invited in by an airline or opted in through an airline, he would have to apply through TSA or Global Entry. He can visit www.tsa.gov or www.globalentry.gov. TSA precheck is for expedited screening, there is also random selection for passengers that meet the requirements through secure flight once they reservation is made even if they are not in a program they can be randomly selected to try precheck every now and then. Once a passenger is a member of precheck through one of the programs they are eligible for precheck each time they fly, it is never guaranteed because for security reasons since 9 11 TSA keeps screening random at all times. Once he visits www.tsa.gov he needs to click on pre-enroll now and submit his application, after that he can set up an appointment at the enrollment center closest to him to do the fingerprinting and interviewing. Once he becomes a member through TSA he will receive a Known traveler number which has to be entered on each reservation for a flight.

1/13/2014 3:56:32 PM

Told caller that since his wife meets the requirements to be eligible for precheck through Delta, when she flew Southwest she could have been randomly selected to go through precheck. Advised caller if he thinks Delta told him he was opted in for precheck he can contact them to see if he is in fact eligible for precheck through Delta. If he is, he would only be eligible for precheck through that airline unless he is randomly selected when flying with another airline. Told caller that there is no way to request for random selection, because its random. Therefore passengers do not know before hand if they will be selected for it or not. Explained that the logo on the boarding pass is printed by the airline, what really matters is embedded in the barcode so once the officers scan it they will know if a passenger is eligible for precheck or not. The airlines FF which fly alot, are invited in by the airline without charge. That is the airlines policy, these passengers already provide money because they fly so often, the airline created a policy not to charge them more money for the program.

Explained to caller that since a passenger travels often and is a FF through an airline, the airlines policy is that they do not charge these passengers that are invited in for precheck. If a passenger is not, through GE they are charged a fee of 100.00 dollars for 5 years eligibility of precheck and through TSA it is an 85 dollar charge for 5 years, that is for covering operational cost for the fingerprinting and background checking that is required. Told caller that he is not treated like a terrorist for this program,passengers are all treated the same. TSA can not assume that just because a passenger is a US citizen that they have a clear background, thats why it is required to be checked in order to make them eligible for expedited screening. TSA keeps things random because if we allowed passengers through expedited screening always without any random screening, that could cause terrorist to catch on to the process and learn how to scam it and get things through. Its for the security of passengers.

Told caller the following:
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.

Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants.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.
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:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

1/14/2014 11:31:10 AM

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor s note, the he bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

1/14/2014 12:05:27 PM

Regardless of whether the passenger is screened using 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 the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

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.

Disability Description: The passenger has breast cancer.

Response Details: Advised caller that we will refer his call to the appropriate department to see why he has not been contacted since November 2013.

1/15/2014 1:13:57 PM

Incident Details: Caller said last year in August his grandmother was discriminated against at the airport. He stated that she was asked to strip down in the TSA area. She had breast cancer and she uses a styrafoam breast. She went through the AIT machine and she was asked to remove her jacket and then asked to remove her undershirt. The person assigned to her case is (b)(6) (b)(6) sent caller an email on Nov 22, 2013 saying that he would send him a questionnaire for his grandmother to answer. Caller has not received that questionnaire or heard from him in any way since that email in November. Caller said we are forcing him to contact his attorney. All he has heard is that they will investigate. He has never received an apology from anyone. (b)(6) email address is (b)(6) Also, he said by talking to someone today he understands that we are investigating this by sending to the appropriate department and it is not under some paperwork or on some desk somewhere.

Caller said Monday she went through the checkpoint and the TSA agent gave her ticket back but she did not get her receipts for her luggage and her dog back to her. She said they took a picture of her license and ticket and she asked why they kept everything. She said this was at Washington Dulles Airport and she said they did not say anything to her. She said she did not sign up for anything but she is a frequent flyer but does not use just one airline. She said she was with American Airlines on this flight and got the precheck lane. She said in the past she went through the precheck lane and they never did it before. She asked for a TSA phone # at the airport or an office to call and she said she already read the policy below. She declined her phone #. .

1/15/2014 1:30:09 PM

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Per supervisor (b)(6) I advised her to call back and press option 5 for the airport.

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 1/17/2014 2:38:00 PM Airport : OAK - Oakland International Date/Time of Travel : 01/17/2014 5:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Southwest, Terminal 2 TSA Employee: (If Known) (b)(6) Comment : On January 17, I went through TSA security at Oakland International. My bags were cleared through the baggage scan. And I walked through the AIT machine. The Agent asked if I had anything on my right leg. I replied that "I have a bandage on my leg because I had surgery yesterday". The bandage is mesh, lighter and see through than any jean material. However the bandage extends from my upper thigh to ankle which restricts bending my leg. Hence I walk without bending my right leg. Agent 1 said she could not see the bandage therefore without explanation called another agent. Obviously the bandage is not visible because I am wearing sweats. It would be obsolete to wear a bandage over pants.

Agent 1 asked if she could touch my leg. I said "yes, it is soar by my knee where the surgeon cut a hole". She padded down my leg and then yelled several time for an agent to comeover and touch my leg. She asks if I had metal on my leg. I said "no, that is Velcro that your touching. It holds the bandage together." Eventually (b)(6) who took her sweet time, walked over and said that I was going into a room to expect the bandage.

I went into the room. (b)(6) asked another lady to come into the room. She was asked several times, but finished her personal conversation before entering. Then rudely, said move in further. (b)(6) said that I had a bandage to (b) (b) entered and sat on the table. The two dumbfounded agents talked about how I had a bandage. And they were confused about the fact that a bandage could be from my upper thigh to ankle.

1/17/2014 4:03:32 PM

I grabbed the corner of my sweats and peeled down to the top of the bandage. And I said it's a mesh bandage. (b) decided to respond in her uneducated choice of word and foul tone "I didn't come to work to see a naked person". I wasn't naked and after their idiotic conversation and lack of direction while standing in the room; I said it's here and showed the top section of the bandage.

"You don't have crutches?". That was the question from your agents. I didn't have crutches. And I was clearly capable to walk much faster than their two incompetent selves.

(b)(6) said "we need to cover you, before looking". I said it okay and I can hold the paper sheet.. It's just a bandage on my leg. It will speed up the process if I hold and she touches. Apparently your agents are unable to unfold and hold up a paper sheet. They looked confused at the idea to unfold, hold and touch my leg. Their response, "Ma'am, this is security and the safety of others". (b) and her aggressive attitude grabbed a paper blanket 3x5 and (b)(6) held it. I said I can hold it while you look at my leg. She said "no". And then, said to me, "hold this". So I ended up assisting them and held the paper blanket/sheet. I held the paper blanket and then she knocked it down and ripped the side as she felt through it and barely touched my leg. The two agents then said, "you're okay". So I was taken into a room. I was willing to show my bandage. I also offered to hold the paper blanket/sheet. An I confronted with rudeness and overall inability to proper setup and expect the mesh on my leg.

1) Your agents were rude and knowledgable.
2) (b) was aggressive and unprofessional
3) (b)(6) was clueless to any policy and procedure
4) Your agents did not have the ability to speak correct and clear English
5) It was uncomfortable
6) There was no direction
7) They did not know the difference between metal and Velcro

The caller was on an airplane from LA with a friend and got randomly selected for additional screening. Security stopped her at the x-ray before the AIT machine and took her to a private screening room. It was a black guy in his 50s with gray hair. He took a white paper and ran it over her friend s hand but he didn t check hers. He told his supervisor, which was a young black man that he had checked both of their hands, even though she didnt get her hand checked. The TSO lied to the supervisor. She didn t understand what was going on and she said they treated her like a criminal and didn t tell her what was going on.

Advised:

1/17/2014 9:44:46 PM

They were testing for traces of explosive material. Let me get your flight information and I will forward it to the CSM at LAX for further investigation.

Airport where the incident occurred:
Airline: Spirit
Flight numbers: NK424
Date and time of incident: January 16, 2014, 710 am
Individual s contact information email
(b)(6)
Query:
Caller is wanting to know why her family is able to get PreCheck. but she is not able to. Caller says that her family hasn t signed up.

Resolution:
TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

1/18/2014 11:01:06 AM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Although TSA's new initiative leverages the current TSA Pre\u2713™ process, passengers should not expect to be directed to the TSA Pre\u2713™ lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program.

The caller is not keen on certain TSA procedures. He flies by himself regularly. He usually flies from Buffalo. He went to LAS and he was chosen for precheck but is not signed up in any of the programs. This worried him a bit. He says that he is concerned about his safety because he just basically walked through security and it made him nauseas he was so worried about it. He was flying on Southwest.

I advised the caller that I appreciated him letting me know about the experience at the security screening checkpoint when you were selected to participate in TSA Pre\u2713™.TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

1/18/2014 6:51:06 PM

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

The caller kept pushing for more information and stating that he is uneasy with this type of security and even went to the point of asking if there was a cut in funding to the TSA. He also asked if there was anyone who could provide more information. I advised the caller that here at the TCC we do not have access to the details of how the secure flight system works or what goes into determining who low risk passengers are. Also that this is security information and even if I did know who could provide it (which we do not) I am not sure if it can be provided to him because it is security information. I told the caller that there are multiple layers to the TSA security program so what happens at the check point is not the only security taking place and there is a lot of behind the scenes security taking place as well.

Disability Description: The passenger has Degenerative Back Arthritis, Fibromyalgia, Parkinson s, MS and other medical conditions.

Response Details: Advised the caller that we apologize for any discomfort that the passenger may have experiences. Advised that I would send her a D-RFI so that the passenger could make a formal complaint.

1/19/2014 1:02:59 PM

Incident Details: The caller stated that the passenger was made to remove her shoes after she expressed the the TSO that she has difficulty doing so. The caller stated that the passenger s can was taken away from her to go through the AIT and was refused a patdown when she requested it. The caller stated that she has called in before and was told that this would not be the case. The caller stated that the passenger injured a muscle in her back trying to put her shoes back on.

Dear TSA,

Your security measures only give an illusion of protecting the public, and in fact are instilling fear of the U.S. government, not terrorists. They do not instill my confidence of security as an airline passenger.

The 9/11 terrorists should have been stopped way before they even got on a plane. They should have been prevented from joining American flight schools. They should have been prevented from entering our country at all. With the super intelligence we have in our nation, certainly more effective measures could be taken before a terrorist even reachs the security check point in an airport.

How many people are you finding loaded with underwear bombs through your invasive pat downs? Please answer my question, as my tax dollars are helping fund your organization.

The facts are these:

1/21/2014 12:08:42 PM

1. Our constitutional rights are being violated every day by an out-of-control agency that was created in a misguided attempt to interject the government into a place it was not needed.

2. The TSA does not make us more secure; it simply wastes time and money.

3. The TSA has set up rules and procedures that harass ordinary citizens at the expense of actually finding terrorists.

4. More outrageous cases of abuse by the TSA continue to be reported.

5. Private security should handle airport checkpoints.

6. Toddlers, mothers with small babies, grandparents, and the disabled are all being harassed while simply trying to board an airplane.

The caller flew on 1 13 14 with Spirit Airlines at 1930-2000. The caller told a TSA agent that he did not want to go through the AIT machine. The caller states that the TSA agent says that I gotta get gloves because this idiot wants a patdown procedure. The TSA agent s name is (b)(6) at DTW. The caller states that (b)(6) was extremely nice and apologized for her coworkers behavior.

1/21/2014 2:17:35 PM

Advised caller:

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.

1/22/2014 8:38:40 AM

Greetings,
There is an issue with the AIT machines that needs to be addressed. I have had an issue with these machines at Newark Airport and just recently at San Juan. I once weighed 640 lbs. I now weigh 240 and although I have had several surgeries to remove the excess skin I still have excess skin in the abdominal area, groin and legs. The skin is causing triggers on the machine which then mandate the agents to pat me down. They ask what is under my pants and I must explain nothing but excess skin. This is inconvenient, a nuisance, demeaning as well as embarrassing. Something needs to be done to calibrate the machine to recognize skin as skin. My medical condition should not cause such an issue. I hope the agency can review this issue for solutions rather than mandate pat downs for people with my condition. I am sure I am not the only one with this issue. I appreciate the extra security measure the TSA has employed but this needs to be looked into. Thank you for your consideration.
(b)(6)
Colonia, NJ

1/22/2014 11:04:45 AM

Caller has a metal implant and wants to know how to get through screening without a patdown.When she flew fron EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.
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.A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.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 is 60 years old and is flying to attend a funeral. He is wanting to know if he can bring toiletries. He is also wanting to know if he can bring an electric razor, hair brush, toothbrush and his extra dentures. Caller wanted to know what happens if they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

1/22/2014 8:45:56 PM

Advised caller:
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).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say weather to permit the item to go through the checkpoint. They will give you several options for property mailing them would be an option as long as the airport has the that option available.

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 the pharmaceutical labels.
Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability 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. 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.
In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

From: (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

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

(b)(6)
Windcrest, TX 78239

1/23/2014 2:43:56 PM

Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am, I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn t know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6) I m guessing now at this point, TSA (b)(was the TSA Care agent? TSA (b)(told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) o check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn t matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to

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)
1/23/2014 8:02:34 PM
City:
Denver
State:
CO
Zip:
80218
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

Caller is calling on behalf of her sister is in the Oakland Airport. At the checkpoint she was required to take her boots off. As she walked through the AIT metal detector, her foot was sliced open by something in the ground. She excessively started bleeding and requested for assistance, but was told that they did not have a first aid kit. All they had were bandages to offer. A supervisor showed up and she requested help. They told her they could call 911. She was upset because felt that she needed stitches. Her flight was cancelled and received no medical attention at the airport. Another passenger gave her wipes and the TSOs gave her gauze and wheelchair. She felt very stressed because she wasnt told what cut her open. All they did say was that they couldnt find whatever cut her. They dont want to wait to file the claim being that they need the money now to cover medical costs.

Airport: Oakland
Airline: Delta
Flight Departure: 4468 11:34pm
Flight Arrival: LAX 12:55
Specific Location (terminal gate): TSA checkpoint to delta gate
1/24/2014 1:45:15 PM
Individuals contact info. (phone number e-mail): Supervisor (b)(6)

(b)(6) is the person affected.

Response:
Claim Status:
(571) 227-1300

CSM
Name (b)(6)
Phone

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 1/27/2014 12:39:12 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : First, please let me say I am extremely grateful for what each and every one of you at TSA and Homeland Security do to make our country both safe and secure. I always take time to thank the Officers and Agents at checkpoints across the US for their diligence and great service to our country.

Thank you!

I was part of the TSA Pre-check BETA program through my EXECUTIVE PLATINUM status before it was even generally offered.

1/27/2014 8:15:51 AM

When I look at my account my record shows that I am a "Known Passenger" for TSA Pre-Check.

I traveled over 300=400 segments without incident since the beta program started. I would get bumped randomly every once in a while. No problem.

Then, my son had his Bear Grylls Multi-tool in a carry on bag (we were able to go out of security and check it) and for the last almost 7 or 8 months ever since I have not received TSA Pre-check. Since I always request an "opt-out" or male assist it seems to be an inefficiency to both TSA and of course my travel. I don't mind too much because it gives me the opportunity to meet many of your wonderful TSA agents across the country.

My question is, "Is there some sort of review or probation tribunal?" I can be easily vetted and have subsequently traveled another 150 segments or so without incident.

No one has ever indicated formally why or even "IF" I am on probation, so it is difficult to know if it is a computer glitch or some sort of algorithm that needs to be added to the computation of data.

I will willing provide any information that will be helpful. Please contact me and let me know if there is something we can do.

I have called several times to the airlines and they have told me "Change your name to match your documents" (done) "Make sure your birthday is correct" (done). I don't know what to do to get this remedied. My home address (CA) is different than my business address (TX) is that a factor?

All I know is that I travel almost 150,000 to 200,000 miles a year and every time I see someone with an ID badge walk through the line I think "wow, why can't we just be issued one of those"?

Disability Description: The caller is diabetic and has an insulin pump. Additionally, she carries insulin in a small cooler, and indicated that the insulin pump cannot be screened by a WTMD or AIT.

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occured at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the 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. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

1/27/2014 3:48:37 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.
The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using 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 the insulin pump followed by an explosive trace detection sampling of the passenger s hands.

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.

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;
Caller was given PreCheck today at 7:15 AM by random selection at Phoenix Sky Harbor, Checkpoint C for Southwest Flight #160 flying to Orange County. The checkpoint did not have an AIT scanner available and she had to go to the regular line because she has Metal knees. She was upset about having to leave the PreCheck line at Sky Harbor and wanted her complaint sent to a manager.

RESPONSE:

1/29/2014 9:52:07 AM

Told her I am sorry about her disappointment. Confirmed that she already had information about applying for PreCheck if she wants to receive it on an ongoing basis.

Told we will send a copy of her complaint to the Manager.

Disability Description: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken

1/29/2014 5:49:10 PM

Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA. . When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn t able to stand with her legs far enough part, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn t happen again in the future.

Hello,

I was looking up information about opting out of the full-body scanners and found this page: http://www.tsa.gov/ait-frequently-asked-questions.

The question "Is imaging technology optional?" appears and the answer is "Yes. Imaging technology is a highly effective security tool, which can detect both metallic and non-metallic items that may pose a threat to aviation security. AIT is a proven technology and TSA is highly confident in its detection capability."

1/30/2014 12:03:02 PM

The answer doesn't seem to fit the question. I think that the question is whether or not it's optional for the passenger (it could be read as to whether or not it's optional in general, but that seems unlikely). If it IS about the passengers options, then the answer given doesn't do much to detail those options.

Is there a way that that answer can be better clarified so that passengers know what their options are when they encounter full body scanners and how they can discuss those options with the TSA agents?

Thank you,

(b)(6)
Orono, Maine

1/31/2014 12:16:40 PM

Caller has an insulin pump and continuous glucose monitor. She wants to know specifically if the AIT used by TSA has more than 5 gauss of magnetic energy. Told caller the energy the system projects is thousands of times less than a cell phone transmission. I told her I did not know specifically how many gauss it projects. She said someone at TSA should know the answer to this and she wants to know. I told her I would escalate this to the appropriate office for a response. She asked how she would find out. I told her if someone needs to get in touch with her, they will do so via email. Caller is adamant about finding out this information. She wants someone to get back in touch with her with this information.

Caller also wants to file a complaint regarding an experience she had at SFO. When she flew from SFO, caller claims a female TSO burned her with a filter paper used to do a ETD swab on her. The TSO had used it on a previous passenger and did not renew it. The paper had been put in the machine and had been heated up that is why she was burned. Caller s fiance spoke with a supervisor at that time and that person gave him a comment card to file a complaint. I asked her if she got the name of the TSO. She said she did not. I asked if she could describe the TSO. Caller said the TSO was a female. I told her I would send this to the CSM for review.

Caller also complained that she gets separated from her property during patdowns. She has insisted that a TSO watch her items. I told her she could ask for a private screening where she could take her property in with her and not be separated. She asked how long a private screening will take. I told her I do not know. It varies at the different airports based on how busy they are, etc.She wanted to know how long she should plan and what happens if she is doing a private screening and she misses her flight. I told her it was the same as when she is getting a regular screening and she misses her flight. She asked how long she should allow. I told her we recommend 2 hours. She asked if that includes private screenings. I told her that is for all screening. It is a suggestion. She asked again how long she should allow because she knows that a regular patdown takes about 10-15 minutes. She asked if the private screening is longer. I told her I do not know. It is the same as guessing how long it will take to get through traffic. It varies.

Airport: SFO
Airline: SW
Flight Number: 2305
Date and Time: January 18 at 12:35pm (she went through the screening at approximately 11:07am)
Location: Terminal 1

The caller requested information regarding opting out of the AIT machine.

Advised Caller:

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin.

1/31/2014 9:37:50 PM

All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process.

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 paldown. Signs are posted in front of each AIT location advising passengers of this right.

Disability Description: Caller has multiple sclerosis and is in a wheelchair.

Response Details: Advised caller:
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.

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.

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

Call Transferred to Edith.

1/31/2014 9:41:15 PM

Advised caller:

Complaints have to be submitted in writing. The instructions will be sent to your by email.

I will forward this information as well.

Incident Details: Caller flies out of Duluth, MN tomorrow morning. Caller has had nothing but bad experiences with TSA at that airport. Caller was told that she has to be patted down because she wears a skirt. Caller states that that policy is sexist. Caller states that the last time she flew the TSOs were yelling at her. Caller states that last summer she was taken to the checkpoint in a wheelchair and no one seemed to know how to handle it. Caller states that men did not have to take their neck ties off, but women had to remove their scarves. Caller states that there was a female TSO who was very kind and didn t seem to think that the policy was right. Caller states that the airline employees tried to talk her out of wheelchair assistance and they were reluctant to assist her in arriving to her gate. Caller states that she already has the ACPD number. Caller feels that she is being discriminated based on gender and disability.

Call Transferred to MB Edith.

She feels that passengers are being discriminated based on gender and handicapped. She spoke to a supervisor who yelled at her that she was big and bulky and had to be patted down. She spoke to the CSM last year in February. She flew again in August of 2013 and had the same issues. She has decided to fly from MSP to avoid this.
Caller states that she went through the AIT when she traveled yesterday. She states that she had no issues in Anchorage, but when returning from Fairbanks the AIT there highlighted a yellow triangle over her private area. Caller says that she had no metal or other material anywhere near that area but was wearing tight black leggings that were all cotton and was told that folds in clothing could have caused the alarm but does not believe that her clothing was loose enough at any point near there to have such folds. She also says that she was wearing an underwire bra that the AIT did not show as a problem. Caller says that she understands that the alarm resulted in a patdown and a hand swab, but is concerned that the AIT there may need adjustment.

Advised caller:
AIT gives TSA a way to detect a wide variety of threats.

2/1/2014 11:30:23 AM

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:
Flight Path: (Anchorage AK to) Fairbanks AK to Anchorage AK
Flight date time: 1 31 (9:30 am and) 6:05 pm
Flight #: (does not have)
Airline: Alaska airlines
Airport: Fairbanks AK
Gate Terminal: (does not have)
Email (b)(6)

The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occured, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

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.

2/1/2014 2:32:33 PM

TSA also selects passengers and their property at random for enhanced security 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.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(6) Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn t have the TSO arrested for touching his private area. He was then taken to a private screening room and they preformed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don t know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn t get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

2/1/2014 2:41:35 PM

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.TSA regrets if this was not your experience. I will foward you complain to the CSM at the airport so she is aware of the incident. I can not call or email you to let you know that the proper steps involving this incident are taken once I send it to the CSM I will not know what happens with it. I can put a note that would would like and email or call from the CSM however I can not guarantee that they will do so.

Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01 31 2014 08:30 pm
Contact information
Email (b)(6) Phone (b)(6)

The caller flew from PDX to STL last year, and he attempted to show the agents his metal implant medical card after the wand screening alarmed. The agent told him that he should have presented the card before the screening, and he will be flying from STL soon. He wanted to ensure that this did not happen again, and also wanted to know if knives were still prohibited in carry-on luggage.

Advised Caller:

If a passenger has metal implants, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2/3/2014 10:37:51 AM

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 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 indicated that he was aware of the screening procedures. I informed him that he could inform the first screener about the metal implants, and also present the card.

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) are prohibited in carry-on bags.

The caller wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

2/3/2014 8:11:29 PM

He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.

Caller has GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, You are forcing me to go through a machine that will tell you I have a metal implant. The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, You have to be patted down. You have to take off your shoes and your belt.

While doing the patdown, the TSO told the caller what he was doing. The caller said, Fine! The TSO yelled, Supervisor! STSO (b)(6) (b)(6) (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

2/4/2014 9:18:05 AM

Caller stated, I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude.

Airport: STL
Airline: SW
February 3 between 1 and 2:00pm
Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Pre\u2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents.
On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.
He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.
States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn t hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

2/4/2014 9:56:21 AM

Response:
DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

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.

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.
Disability Description: Caller has a service animal.

Response Details: 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?

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are $250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSMs at MDW and Kansas City for their review.

2/4/2014 12:42:31 PM

Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:
In Kansas City:
When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don t get to stay with your stuff. While she was getting screened, in front of everyone, a mail TSO yelled Who s bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn t have happened.

Airport Kansas City
Airline: Southwest
Flight Number: 227
Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

2/5/2014 11:59:54 AM	Caller said that he read the former TSOs confession to the media on CNN this morning and was calling because he is very upset and disturbed about the information released about the AIT scanners projecting images that are viewed by TSA agents in the remote location. He said that his primary complaint is that TSA has not followed up with the public or even attempted to deny the allegations in the article. He wanted to know what has TSA done about this privacy invasion issue and what are his options at the checkpoint to avoid going through these machines, claiming that he always has AIT screening when he travels. He also wanted someone to email or contact him regarding what TSAs response to the article is and what current information is available to the public. Apologized to caller regarding the article and explained that we at the TCC do not have the information from the article, but only a general idea of the contents. Explained that many of the TSA procedures and policies referenced in this article are no longer in place or are characterized inaccurately. TSA has installed Automated Target Recognition software on every Advanced Imaging Technology (AIT) unit in use, eliminating the analyzed images referenced in the article, and elaborated that anomalies are generated on a generic outline of a person on the screen affixed to the machine. All travelers selected for AIT screening have the right to opt-out regardless of the reason for additional screening including a complete patdown instead; there should be signage advising of this at the checkpoint. Advised that due to the lack of information about the article, we would forward his complaint to the appropriate office for review to see if any additional information is available.
2/5/2014 10:05:24 PM	Feedback Type : Security Issue Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) : Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector????? I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head an walk away. There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have seen lots of drugs and weapons placed in body cavities. Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner. This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent! 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 had traveled from Philadelphia to Houston. She has a medical condition. She says she always travel with a doctors note and never has to remove her shoes. This last flight she had to remove her shoes. She told the officer she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it.
She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6)
She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water.
She says they swab her shoes when she traveled before and allowed her to leave them on.
She says she has traveled about 40 times.
She is a formal airline employee.
She is pre screened, she did not get it this time.
She travels with her companion that works with United.
She travels stand by and may not be able to give a 72 hour notice before a flight.

2/6/2014 12:52:12 PM

Response Details: I was sorry this happened to her.
If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector.
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.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.
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

We dont require documentation, we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

2/6/2014 6:16:28 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine.
I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster.
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

2/7/2014 9:12:30 AM

The caller at first asked to speak with someone who has authority and who can make a phone call.
I advised that there isn t anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn t want to go through the WTMD. He indicated that his difficult for him to take off his shoes.
He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication, he should advised TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.

Caller said back in 2011 he joined global entry and traveled last week from Seattle and got precheck but when he left Palm Springs his wife got precheck on her boarding pass but she never signed up for it and he said he did not get it. He said his wife was told she would get precheck each time if she joined unless random. He asked if he has to sign up for the TSA precheck program, too. He said he showed his global entry card in Seattle but it was not on his boarding pass. Then he said in Palm Springs it was not on his boarding pass and he showed his global entry card but they would not let him get into the lane. He said why are there 2 different rules. He said the person at the head of the line looked at his boarding pass and would not let him stay in the precheck lane. He said this is not the first time he was denied in Palm Springs and always gets precheck in Seattle and asked if Seattle being too lax or doing it wrong and is Palm Springs being too strict. He said he does not want to get anyone in trouble but he travels alot. He said he just gets in the precheck lane and never looks at his boarding pass. Now he said Seattle is not handing precheck correctly. He asked for the phone # for CBP.

Response:I advised him It is random and unpredictable for security reasons and that from the reservation the info is embedded in the bar code of his boardng pass and scanned and then he would be directed to that precheck lane if chosen..

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

2/7/2014 2:14:15 PM

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

I offered to refer this to the CSM at the airport.

I gave him the CBP phone # at 1-866-530-4172.

Disability Description: Caller requires wheelchair assistance.

Response Details: 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.

2/7/2014 3:10:51 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.
We hope this information is helpful.

Incident Details: Caller called United Airlines after she got back from her flight. She had an all around negative experience. She received wheelchair assistance from the airline. The person sent to assist her did not help her accurately. He transported her face-forward on the wheelchair going through ramps. She feels he was ignorant in wheelchair transportation. He put her service animal, dog, through the X-ray machine. He became stuck at some point in the belt, her dog eventually made it but he had respiratory failure during the flight, due to the radiation, that really scared her. Her security screening was bad too. The TSO had her go through the AIT 3 times because she was having issues raising her hands. They had her raise her arms even though she told them she would have trouble doing so. She stated she feels that the TSO, female, was enjoying the show . She went through the handicapped screening lane. This was at the Philadelphia airport. She says she would have punched the TSO if she couldve. The situation overall made her angry. She went through at about 6:00 a.m. on Monday, January 13th. She was flying with United Airlines, Flight 2185 departing at 7:25 to Chicago.

Hi,

The first and second automated responses I have received did not satisfy my query.

Received 2/9/14
"We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures."

Received 2/10/14
"Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown."

Please read closely the following concern and help to identify what I am exactly supposed to say or do in order to communicate efficiently that I do not wish to use the AIT and wish for an alternative screening process by a FEMALE only (I am female).

Please also address my concerns about personal recourse as expounded upon below.

2/10/2014 12:12:14 PM

Please read the message below closely.

I do not wish to receive another automated response.
Thank you for your time,

(b)(6)

Hi my name is (b)(6) and I plan on traveling in March but I have some very specific concerns/questions that I couldn't find answers to on your website (tsa.gov "Traveler Information").

I've traveled only once before since the naked body scanners were implemented (I flew to Florida for my honeymoon in July 2012) and when I requested a female agent I was ignored and two men viewed me as I went through. I felt utterly violated.
Caller saw on the news where a TSA screener singled out a cancer patient who had an incontinence problem and made an issue over him wearing an adult diaper through the security screening.
Caller said the TSO made fun of the passenger and laughed out loud which made the passenger more subconscious of his situation. States he was telling other TSOs and they were making fun of the passenger. States he doesn t remember the airport and he wasn t a witness to the incident, just saw on the news. States the incident was on the news today and someone should be suspended because of the incident.
Caller didn t know if the passenger was offered a private screening location.

2/10/2014 1:44:17 PM

Response:
Advised caller no information regarding the incident and it would be investigated if his information is accurate.
Explained Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly.
Advised caller TSOs are trained to be respectful of passengers and treat everyone with dignity and respect during the screening process.

Disability Description: Insulin pumps

Information Request: He has a lot of patients with insulin pumps. Sometimes they are forced to go through AIT with the insulin pump or put them through the x-ray machines. This has been known to cause the pumps to have a lot of failures. He states that a lot of patients don t know that this can cause the machines to fail and he believes most of the agents at the airports don t know it can harm the machines as well. He was wanting to know if we had anyways to possibly get this issue resolved because some of the patients can have life threatening situations if the pumps fail and they are having to go on a long flight. Caller doesn t have any specific dates as to when this incident had occurred but he had a patient that stated it has happened to him in Europe and ATL, he has had other patients make the same complaint on numerous other airports as well.

2/10/2014 3:03:41 PM

Response Details: Response:
Generally passengers can always request that their pumps go through a physical inspection instead of going through the machines and it is actually encouraged if it can harm the device in anyway. We can send you this information in any email and it may be something you can print off and give to your patients that do have to carry insulin pumps.

As for the agents at the checkpoints generally if this is something that is happening at one particular airport we would just forward this to the CSM to have the issue addressed. However where it is something happening on a broader basis I ll speak with my superior about it to see if it is something that can be relayed to all airports.

As far as how the screening is conducted in other countries that is outside of TSA s jurisdiction each country will have their own screening procedures they have to follow.

Sent email regarding insulin pumps.

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: 93662

2/11/2014 8:24:58 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?
Los Angeles International Airport

Caller stated that he flew from Port Columbus to Chicago O Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn t. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus
Airline United
Flight numbers 245
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand
NOI with Writing
Terminal or Gate Terminal B
Contact information (b)(6) - work phone in chicago (b)(6) office n Ohio (b)(6)

2/11/2014 1:25:42 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. 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 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.

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.
Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller s ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:

2/12/2014 12:00:39 PM

We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. 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. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.
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.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.
If you have complaints about a particular screening incident at an airport, please inform of us of the details and we can forward it to the CSM to look into the issue.

The caller indicated that he traveled yesterday (2 12) from IAH to PIT. He indicated that a TSA Lock was lost and one lock was not complete secured and broken on the pelican cases that he travels with. NOI was present that indicates TSA is not responsible for locks. The locks are Master Locks.

He indicated that this is the second times that items have been damaged during TSA search. Last year a data cable was damaged and it cost him two nights of sleeps has he was working on a very intense project.

The caller indicated that there have not been any problems in the past in regard to the locks. He has watched TSA open the lock during his departure trip.

The caller asked for his chances of being reimbursed and how often reimbursement is provided.

He feels like he should trust that TSA will not keep him safe and not damage his property especially since his tax dollars are used to pay for screening.

We cannot guarantee what the outcome of the claim will be as claims are processed by the CMB. I advised that we do not have information indicating how often reimbursement is provided.

2/13/2014 9:40:24 AM

He indicated that it is unacceptable that we cannot guarantee that the locks will not be broken. He also complained in regard to the AIT. He indicated that he read an article from a former TSA employee about AIT machines not being tested properly and that they do not always detect threat items. He mentioned that they were only used to see overweight people s images. He feels that he is not given a fully adequate sense of security.

I explained that he is at liberty to file a claim for reimbursement by completing a claim form. He can find the claim form via our website at TSA.gov. I advised that TSA Recognized Locks are manufactured by Travel Sentry and Safe Skies. These manufacturers provide passkey sets to TSO that allow them to more easily unlock and relock the lock, although TSA cannot guarantee that locks will never be damaged or broken as baggage is also handled by the airline.

I advised that I have noted his complaint. I intended to indicate that I could collect his itinerary information and refer to the CSM at IAH, but the caller ended the call before I could do so.

Caller said she is flying from Midway in Chicago on Delta and she said other people merged into the precheck lane and she said this is a shoe violation. She said she has reported what she needs to report and she said this is scary and she does not want to be read to anymore and she ended the call.

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

2/14/2014 12:34:03 PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying for precheck.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn t have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old?
She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

2/14/2014 1:28:31 PM

Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown.
Our officers may ask her to remove her shoes for additional screening to clear an alarm.
The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening.
The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disabiltiy specialist at HQ so she will have assistance during the screening process and her screening will go smoother.
She did not want to file a complaint about her previous screening experiences.
She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.
Email not sent.

2/15/2014 11:49:52 AM

Caller wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?

Advised:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.
Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I don t know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review.

The caller is TSA prechecked and is also military and wounded military. He had TSA precheck on the ticket and he was told to get out of the line and get into the regular one. They wouldn t give him an explanation why and he asked to speak with a supervisor and one of the officers, a (b)(6) would let him speak with a supervisor. He has a group of elderly gentlemen he is traveling with and he wants to make sure this doesn t happen to them. The airlines were telling him it was weird. It is not good PR to kick back certain types of people. He is a Medal of Honor recipient and they should have had a TSA line open for him. He is not so concerned about himself but the elderly group he is traveling with.

Advised:

TSA precheck is not 100 percent guaranteed. TSA will always incorporate random screenings throughout the airport. No one gets precheck 100 percent of the time. It is a security feature built into the program. The presence of the TSA precheck symbol on the boarding pass does not guarantee expedited screening. That is something the airlines put on the boarding pass. Eligibility is determined when they scan the bar code on your boarding pass.

2/15/2014 4:25:00 PM

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.

If you want to provide me with some information I can send your complaint to the CSM at Newark Airport so they can be aware of what happened and they will have your contact information if they need to get in touch with you.

Airport where the incident occurred: Newark Airport
Airline: Alaska
Flight numbers: 5
Date and time of incident: February 15, 2014, 400 pm
Individual s contact information email:
(b)(6)

Dear Sir or Madam:

I traveled on a domestic flight out of IAH on Wed, February 12, 2014. I am noticeably pregnant and politely asked the TSA agent at my screening if I could go through the old traditional screening instead of the newer Advanced Imaging Technology screening. This request has always been granted in the past. Rather than saying no or discussing alternatives with me, she started yelling at me. In order not to cause a scene, I immediately got in the AIT screening machine and proceeded to my flight.

I realize that you believe this technology to be safe, but it is relatively new. The experience of not having any options and being yelled at by an agent was distressing and unnecessary.

2/16/2014 11:08:37 AM

A general observation about the TSA agents working airport security is that they are unhappy employees. This leads to them being rude and aggressive toward travelers. As in any business, the leadership at the top shapes the performance and morale of the entire organization. For something as important as travel security, it is my hope that the management is aware of what is going on at the airport level and that work is being done to improve the performance and morale of the airport agents.

If I am yelled at by a TSA agent again, I will not be so shocked and will certainly request a manager and report the agent. In this instance, I was so surprised and distressed by her response that I did neither.

Sincerely,
(b)(6)

I am sorry but this does not make sense. You did not read my email.

At CVG today there was NO identification of passengers prior to being redirected to TSA recheck line. A security person directed lines of people into the TSA precheck line BEFORE any scanning of boarding passes took place. This invalidates your statement that you are using airline data to decide. I suspected you would do a copy and paste and not really respond to my concern, and direct me to a website.

Given that, i am going to forward this reply to the Congressional Oversight Committee that handles TSA, and let them ask you - perhaps you will be more forthright and careful in your response. I consider this a problem, and I know many travelers who see this at other airports and say the same thing. There is clearly confusion within TSA on how precheck works, and I suggest you pay attention to your travelers who are expressing concern.

I hope your next response is better than the last.

(b)(6)

2/17/2014 6:44:17 PM On Feb 17, 2014, at 4:10 PM, tsatcc_do_not_reply@senture.com wrote:

> Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.
>
> TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.
>
> Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.
>
> TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.
>
> Passengers who are directed to theTSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre?™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.
>
> Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis
The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.

2/18/2014 2:49:47 PM Pass ID: (b)(6)

Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that If a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions.
Caller wants to know if she gets a KTN if she has to go through the AIT or WTMD. She states she doesn t want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the $85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2/18/2014 4:43:32 PM Advised caller:
Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look

The caller is flying tomorrow with his family. He is a Global Entry member but the Precheck indication is not on his boarding pass. This is the first time that this has occurred. The Precheck indication is on his children s boarding pass. They are 5 and 7. He asked if he and his wife can go through expedited screening with his children as he heard that this could be done.

He asked if he take both children with him through expedited screening when he receives it.

I advised that as this is the first time that this has occurred, it doesn t mean that anything is wrong. It is very likely random selection. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

2/19/2014 8:43:21 AM

He cannot accompany his children through expedited screening, although he would never be asked to do anything that would separate him from him children. They an proceed through the standard screening with him. The screening for children 12 and under is similar to expedited screening as they don t have to remove their shoes. They are permitted additional passes through AIT to clear an anomaly rather than going into a patdown.

I advised that he can take both children through expedited screening. Children 12 and under can escort a parent or guardian through the expedited screening.

If he continues to have difficulty, he can call within 72 hours prior to travel or within 72 hours of not receiving expedited screening with his itinerary information and airline confirmation number. In most cases, we can escalate for troubleshooting.

The caller hasn t flown in four years. The ticket agent asked for her gender when she made her reservation over the phone and the caller would like to know why she is asked for her gender as she found it offensive. She asked if she was asked this to determine if she was transgender. She asked when The Secure Flight Program came into effect as she was not asked for this information the last time that she made reservations. Her friend advised that she is not asked for such information when she makes a reservation and the caller mentioned that the airline had her frequent flyer number on file.

The caller indicated that she has two knee replacements and doesn t appreciate receiving patdown as she is an older person. She asked if the AIT would show the implants.

2/19/2014 9:10:35 AM

I explained that the airline is require to collect a passenger s Secure Flight data which is the passenger s full name, date of birth and gender. TSA doesn't stipulate how the airline collects this information. If the information is saved within a a passenger's profile they not be asked for it each time they make a reservation or the airline may ask to verify the information. Secure Flight information is used for name comparison and watch list comparison against various Watch, No Fly, and Selectee List to ensure that someone who may want to do us harm is not permitted to fly or is screened additionally. TSA s goal is to ensure the safety of the traveling public.

She should advise TSOs of the knee replacements before screening begins. Many passengers with metal implants 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. She can request AIT if available and if she meets the guidelines. AIT screening may reduce the need for a patdown, however alarms and anomalies are required to be cleared by TSO via additional screening which may include a patdown. Advising of the knee replacements prior will allow the TSO to be aware of them if there is an anomaly, however I cannot guarantee that a patdown screening will not be required. AIT is designed to detect both metallic and non metallic threats that may be concealed on a passenger s body.

As of November 2010, Secure Flight conducts uniform prescreening of passenger information against federal government watch lists for all covered U.S. and foreign flights into, out of, and within the United States
http: www.tsa.gov stakeholders secure-flight-program
Caller stated she applied for precheck and she was under the impression she wasnt suppose to go through machines. Caller stated she wished that we would have put the screening process in the precheck information. Caller stated she opted in through the online application. Caller wants to know if she has to go through the precheck line.

Advised caller the following information:

2/19/2014 10:17:46 AM

Advised caller because she opted in for precheck she will have to go through the screening technologies, either go through the AIT machine or have a patdown done. Advised caller the precheck program let passengers leave their shoes on, lighter outerwear and their 3-1-1 bag doesnt have to be removed from the passengers carryon luggage.

Advised caller if she wants to make a comment about the precheck program she can go to our website at www.tsa.gov and go to the blog and make a comment.

Advised caller because she opted in for precheck passengers will still be screened.

Advised caller if she doesnt want to go through the precheck line she can go through the regular line.

Caller said her mother flew from Phoenix to Redmond Oregon. Caller said her mother is 80 years old and she was made to take her shoes off because the TSO told her she tested positive for explosives. Caller said they kept her waiting a long period of time, caller said she almost missed her flight. Caller said her mother got very upset to the point, that now she does not know if she wants to travel. Caller said even a stranger in a wheelchair was upset while watching her mother be screened. Caller said her mother was not treated with respect, caller said she was treated like a criminal.. Caller said her mother told her about the incident, caller is basing her complaint on th information her mother gave her. Caller does not have the flight details.

2/20/2014 10:47:53 AM

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.
I told the caller if an alarm sounds, TSA has to do additional screening to find out what caused the alarm.

I advised the caller that she can call the TSA Cares line and request that someone assist her mother in getting through the security checkpoint.
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 hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST.
Clicking link you sent resutled in "View static 404 page not found."

(b)(6)

From: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
To (b)(6)
Sent: Wednesday, February 19, 2014 8:32 PM
Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

2/20/2014 4:09:16 PM

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. 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.

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/sites/default/files/publications/disability_notification_cards.pdf.

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 a 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 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 patdown 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.

The caller works for United at EWR. They are going to fly from EWR to PDX and his 81 year old mother received precheck on her boarding pass but his wife and child did not. The caller wants to know how this happened. The caller wants to know why his wife and child did not receive precheck. The caller states that they travel internationally some times. The caller wants to know what it cost to enter the programs.

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.

2/21/2014 10:08:56 AM

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each 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. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program.

I advised the caller that the the trusted traveler programs cost 100.00 fee and the TSA application cost 85.00 fee.

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:

2/21/2014 2:25:11 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?
Reno Tahoe International Airport

What was the date and approximate time of the incident?

Caller returned from Puerto Rico, he had a NOI in his bag. He had TSA locks on his bag and this is the second time this had happened to him. He ask if they liquids in his luggage would that make them to have open the bags? He will be 75 and understood there was a new screening procedure. He has metal in his body, ask about the screening for the ATI.

Told caller:
I explained to him there are only 2 brands we have access too, Travel Sentry and Safe Skies. If it was a a brand we dont have access to they will have to cut off the lock to open the bag.

2/21/2014 4:12:37 PM Having liquids in his bag would not be a reason for them to open the bag, they xray all bags and will have to open the bag to clear any alarm and the bags can be randomly selected as well to be opened for screening.

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.

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.

Caller went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn t let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn t cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn t take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: (b)(6)
The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The
2/21/2014 4:35:13 PM two pleasant TSO s that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs cant cross the line and was redirected to a different line across the terminal that was next to a resturant called (b)(and (b)(6) A young african american male TSO guided her to the new checkpoint and apologized to her alot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didnt get a patdown or go through the AIT or metal detector. She felt very humilated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldnt tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM s telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervior or PSS at the check point. I apologized for her experince and told her to call us if she has any further questions.

2/22/2014 5:10:14 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/22/2014 3:41:08 PM Airport : MIA - Miami International Date/Time of Travel : 02/02/2014 12:00 PM Airline & Flight Number : AA1246 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : First off, I must state that I am a woman. On my travel through MIA TSA, I opted out of those giant radio machines. I have always opted out of those machines during travel and have travelled through several airports, so I knew the protocol. They told me I would be padded down and I said that was fine. They requested me to step aside and wait. And wait I did. I was timing this because once prior, can't recollect which airport or when, but I remember they made me wait for a considerably long time, almost as a way to discourage people from opting out. Well, I waited. My husband who had already gone ahead was waiting. He had gathered my luggage and was waiting for me to find an agent to pad me down. That was the first sign that made me upset. What if another passenger had stolen my luggage, as it was very easy for my husband to just take my luggage with him. I saw several women agents walking about, but NO ONE wanted to pad me down. It was almost humiliating just waiting. I felt like they were testing my patience. I had a flight to catch and after literally 10 minutes of waiting I asked the agent how long it would take. The woman said, she didn't know and she couldn't give me a time. She said there was no one there to pad me down. I said, you are telling me that it could even take up to 3 hours. She said, yes, it could. I said, "you are a woman, why don't you pad me down!" She said in retaliation, she couldn't because she had to direct traffic. In the meanwhile the male agent standing in front of the metal detectors, ALSO directing traffic got a visit from another female agent who proceeded to talk to him in a very friendly way and ended up with kissing her and having a jolly good time. While I waited watching all this. After 10 minutes, I gave up and went through the radio machine. When I got out of the machine the woman on the other side asked me to stand with my feet apart and padded me down. I was furious. I asked, how come you couldn't pad me down when I requested back there and now you pad me down even AFTER I go through the machine. Another woman who witnessed this whole spectacle of me waiting, stated to me that TSA does this to discourage people from opting out. She said she was going to opt out but having watched me just resigned to doing the machine. She said she would talk to a supervisor with me, if I would be willing to. She said TSA does this on purpose to discourage the opt out. I said I would talk to a supervisor with her. We requested to speak to the supervisor. Of course, we would have to WAIT to speak to the supervisor and the assistant in charge was available and she said that waiting 10 minutes was not long at all and that they could not give a time for how long customers who opted out had to wait. She refused to accept that while I waited there was several female officers out and about and she stated they were short staffed. I have never felt so humiliated. And furthermore, this is about SECURITY - this is NOT about ego. I felt they made me wait because they could and they could care less about the passenger. I'm all for a secure flight. I will NOT interfere with security but this is about basic human respect and about power and ego. PLEASE note that this event took place almost 3 weeks ago and I still feel very violated by this. I do not know what you can do to solve this situation but your officers need to have more respect. I was in no security violation by opting out. I was just exercising my rights!
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

2/23/2014 11:51:31 AM

Caller and wife applied for Precheck. Caller said he does not know how he applied. Caller said he and his wife are frequent flyers. Caller said sometimes they are selected for Precheck and other times are not. Caller said his boarding pass has the Precheck logo and his wifes does not on their trip for tomorrow. Caller said his wife has not received Precheck on 3 trips. Caller said he has a problem with radiation and he does not want to use the AIT. Caller said he and his wife have a flight again tomorrow. Caller said United tells him they cannot confirm his wife is opted in, that it is up to TSA.

Frequent Flyers
1. Did you receive an invitation from your airline? United
2. Are you traveling on the airline that invited you? Dulles to Seattle and San Diego
3. Are you a U.S. Citizen? Yes
4. Are you traveling from an airport participating in TSA Pre?™? Yes
5. Have you correctly opted-in? Caller said United tells him they cannot tell him.
6. When making a reservation, have you confirmed that your personal information is correct and up to date? No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? directly on Uniteds website
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
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

We recommend that you review your next reservation to ensure that your identifying information is correct. I told the caller United should be able to see if the box showing opted in is selected.
I told the caller he can call back tomorrow and if his wife is not selected again, we can send this out for research.

I told the caller he can opt out of the AIT but if he does, he would have to have a patdown.

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 crcl@hq.dhs.gov

-----Original Message-----
From: (b)(6)
Sent: Monday, February 10, 2014 4:48 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2/24/2014 4:22:26 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) Stone Mountain, Ga 30083
Zipcode:

Are you 18 or over? Yes
The caller is with NNSA in Washington. His 76 sister-in-law lives in Kalamazoo, Michigan and was patted down at one time and did not like it so she drives every where she travels. The caller wants to know if there is screening, other than being patted down or going through the screening technology, that his sister could go through. The caller wants to know if the precheck would keep his sister from having to be patted down. The caller wants to know if passengers on private planes have to go through screening.

2/25/2014 4:22:24 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. Every person must undergo screening.

I advised the caller that even with precheck passengers still undergo screening.
Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening.
She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

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.

2/26/2014 11:05:49 AM

TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/27/2014 7:37:22 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/27/2014 7:30 AM Airline & Flight Number
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,

2/27/2014 8:36:14 AM

My wife is 3 months pregnant, because of that she refusu to go through AIT machine.
TSA employee directed here to wait here.
While waiting a another pregnant women also refused to go through AIT machine, bet TSA employee did not set here to wait, she could pass through a metal detector.
Only then my wife started cring same employee considered to let here through and searched here.
Why are different set of rules are applied for same cases. Are this process regulated.
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 asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, Yeah, Yeah, Yeah . She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about (b)(6) who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

2/27/2014 2:02:43 PM

Airport - RDU
Airline - Southwest Airlines
Flight Numbers - 731
Departure Times - 8:20 pm
Arrival Times - She said that the incident happened at approximately 6:30 pm
Date And Time of Incident - 2 26 2014
Location Of Incident
Gate - A25
Terminal - 1
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)

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 happen next in the process. TSA regrets if this was not your experience.

I advised her that I would forward her record to the CSM at RDU for review.

3/3/2014 10:02:41 AM

Caller was going through OMA on Mar 2 around 6:20 AM Terminal 19 B and when she was going through the AIT the screener (b)(6) was barking orders at her and being rough. He was acting rude overall. Another traveler in line with the caller also stated that the TSO was being rude.

Apologized for the incident and explained that the information provided would be forwarded to the CSM for review.