Feedback Type : Security Issue
Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 3/4/2014 12:38:57 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/01/2014 7:15 AM Airline & Flight Number : Southwest Air Flight # 3330 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :
Comment : Leaving BWI with TSA Pre Check status works well for this 76 year old, 6'4", 275 lb., dark complexioned, African-American man traveling with his wife and trying to avoid stressful situations while seeking longevity. Pleasant and considerate people, shoes on, belt on, etc. at BWI. Thanks for the privileges.

3/4/2014 9:33:34 AM

However, we arrived at CLT Airport on March 1 at about 7:15 AM, we checked our bags and went through security until I was stopped and pulled aside for "random checking." I was whisked away from the conveyer belt, causing me to abandon and lose sight of my belongings (carryon bag containing wallet, coat with pocketed cell phone and a hat). Fortunately, my wife was there but had to collect her belongings, as well as mine. I was escorted to a station where my hand was grabbed by a TSA agent, my palm turned upward and a liquid substance before it was guided under what appeared to be an infra-red light. I have read the TSA guidelines and understand that despite pre-approved status, random checking can happen. I asked "What is this for and what is this substance?" and was simply told "You're good." I am concerned about whether there is any danger in transferring the substance to my wife's hand or to a sandwich I may be holding (for examples). The application of a foreign substance and infra-red rays seems like a personal infringement to me and the lack of explanation only serves to compound the situation. If one can't or won't take the time to explain the purpose, possible dangers or follow-up precautions, why not distribute explanatory written information. I'm wondering what the criteria for selecting who is to get randomly screened is? I hear announcements about not leaving personal items unattended so maybe we should be allowed to retrieve our belongings before going through random screening.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/4/2014 10:15:30 AM

Caller is 80 years old and will be flying on Thursday with an orthotic in her shoes. She is also visually impaired, has ankle problems and a broken toe. Caller stated that it is hard to take off her shoes. She will be in a wheelchair.
She stated that she had heard that if you are over 70, you do not have to take your shoes off. I told her it is 75 and that was true. I told her I was giving her another reason why she does not have to take off her shoes. Caller stated that the reason she is calling is that once she flew from PBI to EWR and had a horrible experience.

Caller believed this was more of a customer service issue than discrimination or failure to accomodate. Caller had been through screening and an ETD. She has to ice her foot twice per day so she had brought in her carry on something that could be either heated or frozen. Her suitcase alarmed. The female TSO took the caller s items out of her luggage as if it was junk. She looked at the previously mentioned item, passed it around to other TSOs, then threw everything back in so that it would not close.
Caller was in a wheelchair and, after the screening, had to take everything out of the suitcase, put in on the airport floor, and repack it to get the luggage to close properly. She had to do this twice.

The TSO treated her as if she was enemy. The TSO was completely callous about handling her property. This TSO could not care less. Caller had said, I hope you are going to repack that. The TSO ignored her. Caller did not get the TSO s name but said she was a heavy set African American.

Airport: PBI
Airline: United
Flight Number: 258
Date and Time: Oct 1 at 1:10 (flight time, she was delayed so much that the plane was boarding when the screening was finished. She had arrived at the checkpoint about 12:15pm)
Location: She does not know, but it was the United Terminal.

I asked if she needed assistance at the checkpoint. She said she did not think she needed any special assistance.

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.

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 emailed the information to her.

Caller said this was uncalled for. She had never had any problem with this item before and she travels with it often. TSO was acting as though caller was very suspicious.

I apologized to the caller and told her I would send this to the CSM. She said she would like that.

3/4/2014 11:11:37 AM

Caller said that she may be obtaining a piercing just prior to an upcoming flight and wanted to know if this would be a problem, especially if she sets of the metal detectors.

Advised caller that 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.

Caller is a crew member, her SIDA badge is expired. She has a valid crew badge, she does not mind being completely searched but they are not letting her go through security unless she is in full uniform. She does not even need a SIDA badge, she has never had to have one when she goes through the checkpoint because she has a crew badge. She works at this airport and tries to get through. Today she needed to get a letter at the gate, they would not allow her through at all. Its happening at Saint Petersburg Airport. She stated she is not trying to by pass screening, she is willing to go through complete screening but they will not allow her to, she knows this is wrong and wants to get it fixed.

3/4/2014 5:28:29 PM

Response:
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.

Advised caller I would this complaint to the CSM so they could check in to the issue:
Name: (b)(6)
Phone:

The caller states that in October she had an issue with TSA and spoke to a supervisor named (b)(6) The caller states that she asked (b)(6) to respond to her complaint which she has not. The caller wants (b)(6) to respond to her. The caller had an incident at BOS regarding people over 75 who did not have to remove their shoes. She removed her shoes at BOS and was told that she did not have to take her shoes off. When she returned from ORD to BOS she did not take her shoes and the officers told her to take her shoes off. The complaint is that TSA should make a rule and stick with it otherwise it is profiling. The caller wants to know if you do not take your shoes off how do you know someone does not have a shoe bomb. The caller was 68 at the time that she did not have to remove her shoes. She thinks the officers though she was 75 because her hair was grey. The caller thinks the policy for 75 and older and 12 and younger is not a good policy because those who want to do harm do not care about the old and the young and they could be used as a way of doing harm. The caller wants to know if someone will respond to her.

3/6/2014 11:09:30 AM

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

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 BOS. I sent the complaint to ORD as well because of the inconsistency.

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.

I advised the caller the (BOS) CSM s name was (b)(6)

I advised the caller that I could not tell her that someone would respond but I had her contact information just in case.

March 6, 2014
Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
Via Electronic Mail: civil.liberties@dhs.gov
U.S. Department of Homeland Security
Review and Compliance
245 Murray Lane, SW
Building 410, Mail Stop # 0190
Washington, D.C. 20598

3/6/2014 6:03:18 PM

Re: TSA Complaint on Behalf of (b)(6)

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) 1 On March 3, 2014 (b)(6) flew on Delta Airlines Flight No. DL4501 from Los Angeles International Airport (LAX) to Portland International Airport (PDX). The LAX TSA violated (b)(6) civil rights by forcibly patting down his Sikh turban and incorrectly informing him that the "policy of allowing self pat-downs" had changed. We request immediate investigation and remedial action from the TSA.

1 (b)(6) resides at 1 (b)(6) Portland, Oregon 97229. His email address is (b)(6)

I. Facts

(b)(6) is a TSA Pre?™ member and a frequent flyer. He runs training seminars for physicians and health care professionals and flies on a regular basis. He fully understands and abides by TSA screening policies and procedures. (b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Delta Airlines Flight No. DL4501 from LAX to PDX on March 3, 2014 (b)(6) had arrived on an international flight from Seoul, South Korea and passed through domestic screening at approximately 10:00 am.

(b)(6) cleared the Advanced Imaging Technology machine without sounding an alarm. He was dressed in an orange shirt and tie, blue slacks, and wore a black turban. He carried two pieces of carry-on luggage (a laptop and a gift bag). TSO (b)(6) asked (b)(6) to step aside to be secondarily screened, even though he did not set off any alarms. TSO (b)(6) told (b)(6) that he would pat down his turban. (b)(6) replied that he was permitted to do a self-pat down of his religious headwear during secondary screening. TSO (b)(6) informed him "that the policy had changed" and that he was "not allowed to do a self- 2

pat down. (b)(6) exhausted after his 11 hour flight from Seoul, was afraid he would miss his flight, which was scheduled to board at 11:05 am. He reiterated two more times that he would do a self pat-down of his turban. TSO (b)(6) insisted that the "procedure had changed." TSO (b)(6) proceeded to roughly pat-down (b)(6) turban, disheveling it in the process. (b)(6) left with no other option, closed his eyes through this humiliating experience, which significantly burdened his

Caller just flew from MSP via Delta on a international flight and stated he opted out of the AIT machine and a TSO tried to get him to go through it anyways.

Advised Caller:

3/8/2014 6:36:33 PM

Told caller we would take down his complaint and monitor it for future issues.

Date: 3-8-14
Time: 5:15 pm
Terminal:Not Provided
Gate: Not Provided
Officers name: Not Provided

To Whom It May Concern:

Something really needs to be done to make your TSO training uniform! Recently I traveled from Ft Wayne, IN via Dallas to LAX and returned and the screening at both ends deviated significantly.

Ft Wayne

- Went thru security twice within 15 min since it appeared my flight had been cancelled a second time and went to AA ticketing counter.

1st time went thru AIT and no problem even w/prosthetic left knee

3/9/2014 5:10:08 PM

2nd time different personnel – went thru scanner THEN had to be patted down. That wasn't good enough, my shoes were swabbed, then had to take off my shoes to be scanned on a different scanner, checker came back to pat down my socks! The screen showed the alarm went off due to the cheap, made in China, necklace, a belt that I didn't have so I guess the button on my jeans and my shoes set off the alarm. Oh, I was asked if I wanted a "private" screening! Why w/the reputation of TSA would anyone consent to that? Who knows what would happen behind a closed door!

LAX

- Went thru AIT, no alarm, no patdown!!!!!!!!! This is nuts when there is a greater likelihood of a terrorist in LA than in the midwestern town of Ft Wayne, IN!

The current method of security checks is absolutely insane! WE NEED PEOPLE TRAINED IN PROFILING POTENTIAL TERRORISTS! Here I am a 75 yr old grandmother most likely a 5-6th generation American on my mother's side of the family and I have to be subjected to this kind of treatment! Why should I want to fly anywhere when I am treated like a potential terrorist? Stop this nonsense and come up w/a better method of screening!

You most likely receive many complaints so hopefully you will start making improvements.

(b)(6)

Disability Description: The caller has metal knee replacements.

Information Request: The caller wanted to know if there was any way to negate a patdown if he alarmed the AIT or WTMD.

Response Details: Advised Caller:

3/9/2014 7:30:02 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 passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

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

Caller states that she is traveling today to Las Vegas, and her boarding pass does not have TSA Precheck logo on it. She is traveling with Southwest Airlines. She states that she did not enroll with anyone, and she has been receiving the precheck the last several months.

Informed caller:

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.

3/10/2014 10:21:38 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 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 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 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

Caller wanted to call to express concern for proper screening measures at the DIA airport? They showed her a picture of a red dot on her chest and had to go through additional screening and do a physical check. It was odd because there was nothing on her chest. It was embarrassing and humiliating. Her son did not have go through additional screening. A gentleman behind her had a red dot in his groin area. They stated she may have had possible chemicals on her hands. She wore the same thing at the Louisville airport and did not have to have additional screening. How did it alarm if nothing was there? She was with her son. She was Humiliated during the screening. The caller wanted to emphasize that we may need to conduct a review of our TSO s to ensure that they are properly providing additional screening methods appropriately.

Advised:

3/10/2014 4:42:28 PM

I explained in the event an alarm is triggered during the screening passengers may be pulled for additional 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.

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.
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 stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered.
Her and husband are travelling tomorrow from IAD to Palm Springs. She is enrolled in GOES however her husband isn t. When they printed out of his boarding pass his showed precheck and her s didn t and she was wanting to know why. This is the first time she hasn t received precheck.

Response;
Please note that even if you opt in for TSA Pre\u2713™ with your airline or include your CBP trusted traveler information when booking a flight, TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

3/10/2014 8:37:30 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.

The caller got invited by SW airlines about 6 months ago to opt into precheck and has gotten precheck up until this last flight. The caller stated that he was flying from Houston to Dallas. The caller stated that the airline told him to call us for his KTN. The caller wanted to know if there was a link between TSA and SW airlines and if we get his reservation information. The caller stated that the reason why he likes precheck is so that he can avoid the radiation from screening and go through the WTMD and he has already been subjected to so much radiation.

Advised the caller 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. Advised that the selection for precheck is random. Advised the caller that when he books his flight the reservation information is forwarded to TSA and this information is used to make a decision on precheck eligibility.

3/12/2014 5:21:08 PM

As far as the AIT is concerned the energy the system projects is thousands of times less than a cell phone transmission.

Individuals who are eligible for TSA Pre\u2713™ as a frequent flyer are not issued a Known Traveler Number (KTN).

Advised caller I would send him an email ..

	Caller is calling to report a recent less than satisfactory experience with TSA screening. Caller originally flew ATL-LGA ten days ago and was randomly selected for TSA PreCheck and underwent screening via the metal detector and this was a smooth experience. Caller has a urostomy and this was a great experience for the passenger. Today, he did not receive TSA PreCheck and flew LGA-ATL aboard Delta Airlines #1650 which departed at 3:00PM. He went through AIT screening at approximately 1:30PM and informed the TSO of his urostomy. The urostomy caused an anomaly and he was taken to Gate D11 for the secondary screening. Caller was asked if he would like to receive this pat-down in a private location and the passenger informed him he would. Caller then states the patdown was done in the view of the general public and caused him a great deal of embarrassment. Caller is unsure if the request for a private pat-down was blatantly ignored or the TSO did not hear him. Caller did not collect the name of the TSO who conducted his screening but was able to provide a brief description. Caller stated the TSO was a tall, thin, Caucasian male with dark hair. Caller did not recall if the gentleman had facial hair. Caller wants to voice his complaint and also wants to know if applying for PreCheck may exempt him from additional screening on future flights. Caller said that he did not feel that this was disability related, just that the TSO did not want to take him to the private screening area and instead performed the screening in view of general public. Resolution: Apologized to caller for his less than satisfactory screening 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. Advised caller applying for PreCheck will not exempt him from additional screening. You may encounter instances when you are selected to proceed via the metal detector and you will encounter a similar smooth experience as you previously have at ATL. There are also times when PreCheck lanes would screen you with AIT. This will result in additional screening. Advised caller any passenger may request screening via a pat-down or AIT, but you are not permitted to choose a metal detector in lieu of these other screening methods. That decision will be made by the TSO s on duty. Advised caller I will also send him additional information in regards to applying for PreCheck at his request.
3/12/2014 9:58:39 PM	
	Caller has been PreCheck since last May. She traveled out of Salt Lake City yesterday traveling to St George and she wasnt able to get PreCheck. She is 76 years old and retired from Delta. She stated it normally printed on her boarding pass. She was told by an TSA agent if she paid the $85 fee she could get it. Told caller No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system. This program works like a lottery, it is very random. She could have not been selected for PreCheck for this last flight. There was no way to be guaranteed for PreCheck everytime she traveled. 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 tried to determine how she was eligible for PreCheck to help her but she only stated she was eligible because she was retired from Delta and that made her eligible. I explained to her that that would not make her eligible and had ask her if she was a trusted traveler through CBP or if she had done the application, she had not stated she had done either. So used how to enroll for my templete because I could not determine how she was eligible.
3/13/2014 12:14:27 PM	

Thank you for this general response. While it provided some basic details it did not address my specific questions with the pre-check process and expectations nor suggestions for baggage securing. If there is anything further to specify on these outstanding items it would be appreciated!

Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, March 13, 2014 5:11 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.

3/13/2014 8:00:01 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.

Caller stated she flew from MIA via WestJet and when she was going through the checkpoint she opted out of the AIT to undergo a patdown and the female officers there made fun of her, yelled at her and had a bad attitude. Caller stated she is very upset and wants corrective action took.

Advised Caller:

3/15/2014 10:55:28 AM

I apologize that this happened our officers are trained to properly screen people. Since you had a bad experience I will forward your complaint to the CSM at MIA for further investigation.

Date: 3-14-14
Time: 2:00 pm
Terminal: F7
Gate:
Airline: WestJet 1141
Names of officers:

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/15/2014 10:39:23 AM Airport : MIA - Miami International Date/Time of Travel : 03/14/2014 2:00 PM Airline & Flight Number : Westjet 1141 Checkpoint/Area of Airport : F7 TSA Employee: (If Known) :
Comment : Hello,

I am writing about my horrible experience at the Miami Florida airport checkpoint as mentioned on this form. When passing through the checkpoint I chose to "opt out" of the Advanced Imaging Technology screener and have a thorough pat down instead. At my request to "opt out" I was asked repeatedly "why?!" in an extremely rude tone (trust me, I am aware of the difference between rude and authoritative, as I am a secondary school teacher and I see power struggles often). I answered "because I don't want to go through the microwave technology the radiofrequency bothers me". She answered very loudly "believe in your rumors and stop scaring the other guests!!!!!! This a'int no microwave; do you use a cellphone?!" When I answered, truthfully, "I have one but it's only turned on for emergency and I hold it away from my ear when talking" she kissed her teeth. She then called another woman over and before I even said a word (may I repeat, I did not say a single word) the other woman yelled at me loudly "I just got here! I just got here! You are out of control and you are giving me attitude...I'm not dealing with you".

3/15/2014 11:14:29 AM

Then I got patted down (the person who patted me down was nice and professional).

Afterward I felt disgusted and upset. These women need to be educated on professionalism. I also used to be a security guard for 5 years and graduated from Police Foundations before getting a degree in Psychology, followed by my degree in Education. I have experience in the industry and know the difference between professional and "out of control". These women were out of control and rather than a smooth transition through the checkpoint, they caused chaos, upset and escalated a situation...rather, they CREATED a situation and then escalated the situation that they created.

I should have been able to simply get a pat down on my request when I said "I opt out".

The whole department needs to be spoken to.
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 went through screening at the OAK airport and wants to file a complaint. She states as her baggage was going through the metal detector caller states she told the tso she wanted to opt out of all technology. She states the tso asked her rudely are you pregnant? Caller states she told her yes. Caller states the tso told her don t ever say that to anyone here again. Caller said the tso walked over to the AIT machine and told her to come through here. Caller said no, I told you I want to opt out of all technology and receive a patdown she said the officer said rudely don t you know the difference in the X-Ray and the metal detector? Caller states the tso said oh, this must be your first pregnancy. Caller said at this point the tso called another female tso to pat her down. Caller said when the screening was over she asked for a supervisor and a (b)(6) came out to talk to her, and he told her he would report this. Caller states the first name of the rude screener was (b)(6) Caller states as she was walking away, she heard the same tso treating another pregnant girl the same way, she does not feel it is right for the tso to treat people this way and that she feels the lady is there to harass women. She states she is very upset and wants to speak to a CSM.

Apologized to caller and told her I would get this reported to the CSM.

3/15/2014 5:36:34 PM

Airport: OAK

Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

Caller will be flying next week with a defibrillator and would like to know about the policy. She would also like to know about the cost of baggage.

Response:
Specifically, you were concerned about screening for passengers who have internal medical devices like pacemakers or defibrillators.If a passenger has an internal medical device, such as 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. 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

3/16/2014 10:54:39 AM

http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

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.

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, the passenger will be screened using a thorough patdown procedure instead.

Told caller that baggage weight,size and fees are enforced by the airline. She would have to contact the airline she is traveling with.
Caller travelled from Miami on Wednesday the 12th to Houston. When she arrived her bag had been damaged, and a NOI was in her bag. She is originally from Cuba, and her 5 year old child was travelling with her. She was questioning whether it was normal for her child to have to remove their shoes and be subject to a patdown.

American Air Flight # 969 03 16 2014 11:25am
Gate D12
NOI no stamp or handwriting
marado large
Bag tag #not available

3/16/2014 7:32:21 PM

Advised caller:
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.

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.

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.

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.
Caller is a flight attendant with American. He says last week his brother in law and niece travel from Tampa once at the checkpoint the first person put a highlighted line on the boarding pass and was told to go through a different line. Caller s niece was allowed to take a bottle of water through screening. The caller states the officer wasn t even aware of the water. He says they didn t even walk through the AIT or the WTMD for screening. He said they simply walked through a doorway. He said there were other passengers that were being instructed to use this line as well. He has concerns for all the passengers that are not being screened.

3/17/2014 10:23:14 AM

Told caller
I explained to him that with PreCheck passengers can be chose at random if they were to meet certain criteria and it was based on per flight, they may not be eligible again.
I verified with him that his family had not gone through any screening nor was the carry on bags. He said they were not and the bags weren t even xrayed.
I explained to him even with PreCheck passengers and their bags were screened, even if it was expedited screening.
I could take this information and send it to the CSM so they can look into this for us. I could not tell him why they had not gone through any screening.

He did not have the flight arrangements but said they traveled via Southwest from Tampa to Baltimore on 3-15-14 at about 4 pm.

Caller wants to place a complaint. She was coming from Ponce, Puerto Rico to JFK on Friday. She was bringing a small purse that is plastic and parts of it look metallic. The TSOs told her that they thought it was a weapon and they had to screen it again. Then they told her that she was going to be screened aside. She was given a patdown in front of everybody. She said that she could have asked to be taken to a private room, but she stated that she does not have anything to hide. She was touched in her private parts, this person asked her to pull her blouse up and this person touched her breast. She clearly stated that this TSO put her fingers inside her private parts She thinks that she was treated very rude and all that was not necessary. She is afraid that situation will happen again because she will be traveling in June. She stated that her finger nails are about 7 to 9 inches long and maybe that is one reason why she was screened.

TSO is a blond middle aged lady, about 50 - 52 yr. of age. All this happened at the Ponce, Mercedita airport in Puerto Rico. That day the flight was delayed. She flew JetBlue. She reported that to JetBlue and they told her that she needed to report it to TSA.

Caller asked how she could obtain answers from TSA about this issue.

3/17/2014 1:02:53 PM

Response:

- 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.

-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.

-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.

She has flown the past year with United and she was given TSA Precheck. She is flying tomorrow and she doesn t have Precheck on her boarding pass and she was wanting to know what the issue could be. She never signed up for the program or was invited by the airline.

3/17/2014 2:30:05 PM

Response:
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. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre\u2713™ eligibility.

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
Via Electronic Mail: civil.liberties@dhs.gov
U.S. Department of Homeland Security
Review and Compliance
245 Murray Lane, SW
Building 410, Mail Stop # 0190
Washington, D.C. 20598

3/18/2014 2:11:38 PM

Re: TSA Complaint on Behalf of Mr. Charanjit Singh

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) .[1] On February 6, 2014, (b)(6) flew through Los Angeles International Airport (LAX), Tom Bradley International Terminal, on Lufthansa Airlines Flight No. 457, from Los Angeles, CA to Frankfurt, Germany.

1 (b)(6) resides at (b)(6) Torrance, California 90501.

During screening at LAX, Transportation Security Officers substantially burdened (b)(6) religious practices by forcing him to remove his religiously-mandated Sikh turban, the first time he has ever been made to do so at any airport. As we have noted in several prior complaints, it is psychologically and emotionally humiliating for a member of the Sikh religion to remove his or her turban in public – in fact, it is akin to a strip search. As (b)(6) posed no security threat, we find the TSA's actions completely inappropriate and unacceptable. We demand immediate remedial action, an apology to (b)(6) clarification of TSA policies as to when a turban may be ordered removed, testing of TSA screening machinery including the Explosive Trace Detection unit to ensure its proper functionality, and appropriate training of LAX TSA officers.

A. Facts

(b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Lufthansa Airlines, Flight No. 457 from Los Angeles, California to Frankfurt, Germany on February 6, 2014. At the Tom Bradley International Airport, (b)(6) passed through security screening at approximately 2:45 PM PST. He was dressed in a rust-colored turban, wore a black jacket, and light colored pants. His long beard was rolled up and tied tightly to his face.[2]

(b)(6) passed through the Advanced Imaging Technology machine and cleared it without sounding an alarm. He was asked to step aside to be screened, even though he did not set off any alarms. A TSA officer (male, Latino) asked (b)(6) to submit to a self pat-down of his turban. (b)(6) complied and the Explosives Trace Detection test yielded a false positive. The TSO informed (b)(6) that "my boss will check you." Another TSA officer (male, black) arrived and told (b)(6) to enter into a private area. He told him they'd have to "check his turban" and ordered him to remove it. (b)(6) humiliated and distraught, tried to explain that he is a Sikh and he's never been made to remove his turban before. He said to the officer, "You don't like us [Sikhs]. Please, I don't want to take it off. It's my religion." During this humiliating exchange (b)(6) , who felt singled out and ridiculed, saw that other passengers were all staring at him and his turban. (b)(6) was escorted to the

From (b)(6)
Sent: Tuesday, March 18, 2014 8:28 PM
To: TSAExternalCompliance; TSA.ODPO
Subject: D-RFI

To Whom It May Concern:

Attached please find my TSA Complaint Submission form regarding TSA's violation of my civil rights. I look forward to your response and ensurance that these abuses will not occur again.

Kind regards,

3/18/2014 9:28:50 PM (b)(6)

Attachment 1
(b)(6)

(b)(6) Longmont, CO 80503
HYPERLINK (b)(6)

On 3 7 2014 I was traveling from Denver (DEN) to Los Angeles (LAX) via Southwest Airlines. I am disabled and use mobility assistance for distances; however, I am able to stand and walk unassisted for 10-15 minutes. I informed the TSA Agent of my ability to go through the Advanced Imaging Technology scanner; however, the TSA Agents implied that since I arrived on a scooter, I must remain on the scooter and go through the invasive pat-down procedure. The TSA website clearly states the following: Passengers in wheelchairs or scooters who can walk may be able to be screened using a metal detector or imaging technology.
The same violation of my civil rights occurred on 3 15 2014 when returning home via Southwest Airlines from LAX by your TSA Agents. During the pat down procedure, the agent requires me to stand for several minutes unassisted raising my arms, etc., while accosting me, which totally negates the reason for going through this procedure. The TSA profiles and abuses disabled passengers because it doesn t raise gender, religion or race flags. We re an easy target!
Friday, March 7, 2014, approximately 5:00 AM at the TSA Security Checkpoint at DEN
Saturday, March 15, 2014, approximately 11:15 AM at the TSA Security Checkpoint at LAX.
Caller asked what that machine is called where you raise up your arms and it blows air in your hair.
She wanted to know if the AIT has radiology.

After receiving information said that she told the TSO Officer she was pregnant and the Officer said it is safe she (the TSO) implied had to walk through it.
Caller asked if I can send information about the AIT.
Caller said she may call back in to lodge a complaint but for now she is going to contact a lawyer.

RESPONSE:

The machine is called Advanced Imaging Technology or AIT. I am not aware it blows air onto your hair but perhaps there was a vent nearby.

3/19/2014 2:00:02 PM 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.
That might indicate there could be radiation but if so it is less than being onboard the aircraft according to the FDA study the machine is safer than flying on the plane.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
You can Opt out and have a Patdown instead.

Normally I recommend you consult your doctor if you are concerned.

Offered to send a complaint to the Customer Support Manager but I need some additional information and a phone #.

Advised I will email the information.

Caller would like to complain on a TSO for the way she was patted down in Sky Harbor airport. She states that she was hit in the back of the head and that she did not have anything in her hair; it was just tied up in a bun. She was not told by the TSO that she was going to touch her. Caller states that she will contact law enforcement, should this happen again.

Airport: Sky Harbor
Airline: SW
Flight Information (numbers, departure times, or arrival times):
Date and Time of Incident: 3 5 14 @ 5:15 p.m.
Terminal or Gate: Terminal 4, Gate C
Contact Information: (b)(6)

3/19/2014 7:29:23 PM

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.

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.
Caller is wanting to file a complaint. She had a house guest and she is 84 years old. When she put her on at the Albany GA airport, They made her sit down and take off her shoes and try to walk barefooted. When she is over 75 years old they should have never done that, she stated anyone could have looked at her and known that she was older than 75. She does not want to provide her friends name or her own email address. She stated the officers at the checkpoint did not seem to know about the 75 years and older policy and her not having to remove her shoes. They should know more about the policies and someone should tell them how to treat passengers.

Explained to the caller that 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

3/20/2014 4:00:39 PM

Flight Information:
Airport: Albany GA
Airline:Delta
Flight #: Does not know
Terminal or Gate #: Only one gate at that airport
Date and Time of Departure: 11:53 am at 3 13 14 shes not sure about the date.
Aproximate time of incident: about 11:20 or 11:25
Calling on behalf of: for her friend
email: Does not want to provided

Told caller I would send this information to the CSM so they could look in to the issue. Explained to the caller that we get this information so they can see exactly what happened and investigate it so they can address the issue thoroughly.

3/22/2014 2:33:58 PM

March 22, 2014
PHL to Orlando via Southwest (#2889)
Departure: 7:00 AM

Caller s daughter was encouraged by the TSOs at the checkpoint to go through the AIT machine with her omnipump connected; however, the daughter had a note from the doctor stating that she should not go through screening with the device. Caller says that if it were not for the nurse, her daughter might have been intimidated into going through the machine--potentially causing a malfunction. Caller is concerned about the way the TSOs were insistent on her going through the screening, even with medical advice saying not to go through screening technology.

Caller is informed that no passenger has to go through the screening technology and anyone can ask to opt out of the AIT for a patdown. This record should be sent to the CSM at PHL for further clarification.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/25/2014 10:22:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/25/2014 8:15 PM Airline & Flight Number : Virgin America flight 490
Checkpoint/Area of Airport : Terminal 3 TSA checkpoint on my way to gate 35 TSA Employee: (If Known) :

3/26/2014 8:37:26 AM

Comment : I was asked to go thru the AIT lane along with my 79 year old grandmother and I read all the posted signs so that I knew what to place in the plastic bins. It clearly shows to place watches, wallets, phones, belts and a few other things but it did not have shoes on the list anymore like in the past. I had not flown in a while and figured it was a modified list. But then a tsa agent was beyond rude with no customer service skills in talking to my grandmother and also about my shoes. I even pointed out the sign that it was not posted and he would not oblige. I understand the rules and I removed my shoes since I want to catch my flight. But this guy was super rude to many others and should not be working there. I wish I had gotten his name. But he was an older Filipino guy.
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

Disability Description: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip.

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

3/26/2014 3:52:01 PM

I asked the caller if he would like an email of this information and he said yes.
(b)(6)

Incident Details: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip. The caller states that normally the TSOs do the body search on the traveler but this time the agents refused and said she had to go through the xray machine which destroyed her computer. The agents were adamant and rude and she showed them a card that she cannot go through the xray because it can cause the computer to malfunction but they required her to go through the xray machine. The caller states that the traveler travels regularly and she informs the officers of the device and that they will have her go through either the AIT or do a patdown historically.

FLIGHT INFORMATION:
March 6th, 2014 1700 scheduled but departed at about 1830 out of Dulles on United Airlines 1156 (or 1186) flight number to TPA arrival at 2130.
The traveler came through the check point at 1230.

The traveler s name is (b)(6)

The caller printed out her United boarding pass. She has had PreCheck all this time and does not have it on her boarding. She is frequent flyer. She is 75. She never filled anything out but has been getting PreCheck. She does not do international travel. She asked if there was a fee to enroll. She says she has been receiving PreCheck for the past year and this is the first time she did not get it.

Advised caller:

It is important to remember, that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

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.

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.

3/26/2014 7:08:40 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.

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.

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.

Portland, OR
UES Enrollment Center
10643 NE Sandy Blvd
Ste C
Portland, OR 97220-2584
https: universalenroll.dhs.gov locator

If you are opted in with the airline, you are only eligible for PreCheck with the airline that invited you. You may want to ask them if they are opted in.

Dear Supervisor,

I had some problems yesterday afternoon around 2:30 with TSA Pre Check screening at Newark Airport. I had just gone through US Customs and immigration following a Milan-Newark transatlantic flight (UA 18), and I was scheduled to take an ongoing flight from Newark to San Francisco (UA 342). So I went to the TSA screening point nearest to gates C 70-99. My boarding pass was marked for TSA Pre-Check, so I used the Pre-Check line.

I have a prosthetic knee-implant which sets off metal detectors but will allow me to pass X-ray screening. Unfortunately, this check point had only a metal detector, so even though I removed my shoes and watch and emptied my pockets, the implant still triggered the metal detector, and the operator waved me into a holding area to wait for another agent to give me a pat-down. There was nobody immediately available, and I had to wait about 15 minutes before an agent appeared, patted me down, and passed me. In the confusion of the moment, my carry-on luggage and shoes became separated from my belt and the contents of my pockets, and I left the check point without my belt and without one of my coin purses. I later retrieved the belt, but I didn't think to ask for the coin purse.

3/26/2014 8:12:32 PM

I am writing this E-Mail message in-part to inquire if the purse might have been located and held for me. It is magenta in color, made of nylon or some similar fabric, and has a white zipper. It measures about 4-1/2x6" and when I last saw it, it contained a 50 euro banknote and about 10 euros in coins. If it has been found and if there is a way I can get it back, please let me know.

I am also writing this message to complain about the lack of whole body X-ray scanners at this and several other TSA Pre-Check screening points that I have used this year. Because my implant triggers metal detectors, I lose much of the convenience afforded to most fliers cleared for TSA Pre-Check. And the delay waiting for an agent to do my pat-down could have caused me real problems had I had a tight connection between flights.

Thank you for considering my comments.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/27/2014 2:01:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 3/27/2014 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 1
TSA Employee: (If Known) : Male
Comment : I'm writing to inform you of a very poor experience I just had when going through security today at STL airport. I specifically requested a pat down screening, in lieu of walking through the machine/detectors. The security agent asked me why. I travel many, many times a year and I have NEVER been asked why. (I happen to be pregnant, but it's my understanding that a reason is not required; it is our right to be allowed a pat down, is it not??). This man continued to argue with me on the safeness of the technology, as if he is my medical doctor. I insisted on a pat down, making it very clear I still wanted one. And when I stepped aside to wait for my "female assist" the same man then directed me to go through the old screener, which I though was turned off. After going through, I stood to wait and he told me I could continue on, that I wasn't getting a pat down. So he tricked me into going through the old screening machine. Others behind me were going through it after me, as they had closed the new machine.

3/27/2014 4:14:06 PM

This is all recorded on survellience. I do not know what his name was, but I was wearing black pants, black/brown stripped long sleeve top, blonde hair and it would have been between approximately 11:30-12:15pm on Thursday 3/27/14, in one of the first two lanes towards the far left.
I am extremely upset this happened. It is not a TSA agents place to make a decision for a traveler which I feel are personal and health/medical related. I feel I have been violated as well as the health of my baby jeopardized. This is unacceptable.
Educate your agents not to harass travelers and make sure they are aware it's our right to choose.
Please advise as to what you conclude on this matter. 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

Caller flew from ABQ. She had precheck on her boarding pass and she went through the precheck lane and was told she did not have to take her jacket off. As she went through the scanner it set off the alarms. The officer told her the zippers on her jacket set off the alarms and the metal joint in her leg as well. She says she feels she was discriminated against as she was the only black person to have to remove her jacket and she is 71 years old.

Transferred to MB.

Call transferred to E Vaisey.

The caller thinks she was the only black person there. She says that she did not set off the alarms in BWI at all. She expected the alarm for the metal implant. She asked the agent if she had to remove the jacket and was told no. The jacket and knee set the alarm off. She tried to explain it and the agent she spoke to said that she had to take off the jacket. The female TSO did not seem that she wanted to hear anything she had to say. She was shown the pictures showing what set the alarm off. She thinks that the first agent who told her she did not have to take off her jacket should have seen that there were large metal buttons.

3/27/2014 9:11:00 PM

She flew on March 26 at 6:05 AM. She flew on Southwest Flight 1247.

Her brother and his wife had PreCheck. They did not have to take anything off. Her sister in law said that they did not have to be screened at all in ABQ. She did not go through the AIT at all she just walked through to get her stuff. She went through the AIT in BWI and did not have the additional screening.

Advised caller:

Passengers going through PreCheck screening go through metal detector. If you alarm you will have additional screening to clear.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology. This is the scanner where you put your arms above your head. This does not penetrate the skin and generally allows passengers with metal implants to be less likely for additional screening. You do not have to go through PreCheck even if it is on your boarding pass.

If you feel that you have been discriminated against, you will need to file your complaint in writing. I will email you details.

-----Original Message-----
From: CRL
Sent: Friday, March 28, 2014 2:23 PM
To: TCC-Referrals
Cc: (b)(6)
Subject: FW: (Complaint) Fly Rights - New Report from (b)(6)

Dear TCC,

Please note we are referring the attached complaint back to you since there is no actual complaint or incident beyond waiting to the side. He even indicates that the TSO he spoke with agreed with him. Therefore, we are referring this back to the TCC for appropriate handling.

Thanks very much,

3/28/2014 4:09:08 PM (b)(6)

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

-----Original Message-----
From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Thursday, March 27, 2014 5:19 PM
To: CRL
Subject: (Complaint) Fly Rights - New Report from (b)(6)

The customers information has been attached to this email.

3/28/2014 10:05:27 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/28/2014 9:20:20 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/22/2014 8:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : D26 TSA Employee: (If Known) :
Comment : I had a ticket stamped TSA pre-check so was routed through the Pre-check line. That's good, or so I thought. I have an artificial knee so since there is no AIT in that line, I had to go through the pat down. This is very inconvenient when there is a scanner right next to the metal detector but since I was Pre-check, I was not allow to go through it without collecting all my belongings (bag, computer, pocket stuff, and then start the entire procedure in the other line. This, even though my wife was already through and had claimed my stuff. Aside from the multiple FBI checks for being an airline employee, FFL, CHL, I still have to go through these procedures. It would seem a waste of my time and money to pay for the process of obtaining the 5-year Pre-check pass only to be scrutinized like this on every flight. Making matters worse, in my eyes, I watched a person sitting in a wheel chair just briefly wanded with no proof or indication that this person was actually disabled. There was virtually no inspection of her or her wheel chair what-so-ever.
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

3/29/2014 3:11:09 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 3/29/2014 2:56:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/29/2014 2:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : entry scanner checkpoint TSA Employee: (If Known) :
Comment : My wife is pregnant and asked to opt out of the electro scanner because there are concerns of its effects on unborn babies. She was made to wait by the side for 10 min after her bags passed through the scanner. Durring this she notified two officers that she was waiting for a pat down in order to opt out of the screening. She finally had to just go through the scanner to collect her belongings. Please encourage the officers to be more responsive to the needs of those who opt out.
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

Caller was in Columbus yesterday. He has a question for screening, he has had surgery and he had stitches in his stomach. He says they did not tell him before they touch his body. He wants to know if the officers have to tell the passenger before they touch him. He said they told him about the surgery ADA violation. He says they were asking him questions like where he was going and what he was doing on his trip. He was in a wheelchair.He ask if he can video the screening. He had on loss clothing. He ask if it was against his religion to use the AIT what he could do.

3/31/2014 1:38:19 PM

Told caller
I explained to him with examples of passengers with metal or even scars can cause an alarm during screening. If there was an alarm during screening they will have to give a patdown to clear any alarm. They can not assume it was the stitches or the scar that caused the alarm. He should let the officer know about the scar or stitches before the screening starts, and where it was located on the body.
I ask if he had declare the stitches on his stomach. He said he told him them he could not raise his arms but not about where the stitches were on his body.

I offered to send his complaint to the CSM for him but he did not want to do this.

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 experience.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.
Caller is a GE member and did had Precheck for 9 or 10 months. Then she fixed her information with the program and she started receiving it but then she flew to Arizona on United and received it going and did not get it on the way back from Sky Harbor. She is trying to find out what is wrong.

I told her that TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or include a known traveler number when booking a flight, TSA will always incorporate random selection. CBP trusted traveler program, travelers should enter the 9 digit member 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.
In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card.
She said she had never done this before. She is a US citizen and she has a high status with the airline because she flies all the time.

I told her she may have been opted in with United due to her frequent flier status. She would need to verify this with the airline.
TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using a passengers Secure Flight data to select low risk passengers will increase the number of travelers who may be eligible for TSA Precheck. Because of the background check with the CBP program, when you enter your information you should receive Precheck more regularly. It is still random.

4/1/2014 3:50:56 PM

She said at Houston they only lift her shirt a little bit and they do a good job.
She hates Phoenix Sky Harbor. They patted her entire body down and lifted her shirt and checked her arms and under her arms. She said that other passengers could see her skin. The TSO was rude in the way she did the patdown. She was over thorough.
Airport:Sky Harbor
Airline:United
Flight Number:1561
Date and Time:March 31 at about 6:15 am
Terminal or Gate:3
Name of Person involved:She is female and looks to be about 60.

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

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

Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wanded and then she went through the AIT then wisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

4/2/2014 4:38:52 PM

Response: Informed 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 screener teams are the subjects of repeated complaints. Informed caller that unfortunately those are the policies we have in place at the current time and this could happen at anytime at any airport. Informed caller that she was not chosen at random for through screening. Informed caller that this process is required anytime an alarm triggers or screening officers can not immediately identify an item. Informed caller that we would rather not have to conduct through screening because it not only effects her but other passengers as well but if an alarm triggers it will have to be resolved by a through pat down. Informed 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. 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 experience.

Caller: Caller asked when you go inside the AIT do you wait for the officer to motion you inside or do you wait for the person in front of you to go through. Caller states that there should be some training protocol established. Caller states this occurred in Lagardia airport in the C terminal. Caller states the officer got mouthy with him because he was waiting for her signal to enter the machine. Caller states he does not know what the rules are. Caller states that he did not know the rules and was waiting for the person in front of him to exit the machine and the screening officer yelled do not wait on the person in front of you just enter the machine. Caller stated that when he exited the machine he informed the officer that he did not appreciate her yelling at him. Caller stated that she said she was not yelling at him and he informed her that she was and she stated that she has to yell at you people because you will not listen. Caller states that if it had been a white person say that to a black person it would be racial profiling. Caller states he did not get a name of the officer but she was black and she had braids in her hair and wore glasses.

4/3/2014 3:12:50 PM

Response: Informed 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. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

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

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location. Provided call back and informed caller that I would email him this RFI information so he can submit his complaint in writing.

To Whom It May Concern:

My name is , and I am a current sophomore at Brown University. I am a Sikh and maintain my long hair in a turban, which I wear essentially everywhere I go. I was flying back up to Brown in Providence, RI (PVD) on the morning of Monday, March 10, from my hometown airport in Fort Myers, FL (RSW). I ve flown through RSW my entire life and have never had a problem, but for some reason, an obviously young and new TSA agent claimed that I needed to clear a hand wand test on top of the usual self-patdown chemical residue test after I had gone through the AIT machine. I cleared the self-patdown chemical test, but when they waved the hand wand over my turban, the hair pins inside caused the hand wand to go off. They took me to a private screening area and told me that my only option was to remove my turban so they could get a better understanding of what was underneath. I explained to them that according to TSA regulations, I was allowed to move past security altogether after passing the self-patdown chemical residue test, but they refused to budge. I took off my turban and let them see that it was just hair pins that caused the hand wand to go off.

The point here is that I should not have had to clear the hand wand test in the first place since I had already cleared the AIT and self-patdown chemical residue test, so there is clearly a lack of knowledge of TSA protocol at RSW. I was quite frustrated at the moment and didn t get a chance to get the agents badge numbers or names, but I of course know the date and time of the incident and can give further physical descriptions if they can be of use. I want to make sure that no one else has to face policies that change from airport to airport like I did.

4/3/2014 4:09:05 PM

What s funny is that another TSA agent, while I was standing in line a few minutes before, came up to me and apologized for the---in his own words--- BS that Sikhs often have to undergo when clearing airport security. He informed me that he and other TSA agents at RSW had been through training regarding protocol for Sikhs, but I wouldn t be surprised if the young agent who called for the hand wand in the first place had yet to receive that training and was acting without full knowledge of protocol.

The process was degrading and wholly unfair, and I have been informed by the Sikh American Legal Defense and Education Fund (SALDEF) that as a Sikh, I have the right to wear my turban throughout the screening process. That right was violated this morning, and I intend on seeking restitution and pursuing the matter so that neither I nor any other Sikh passing through RSW has to deal with this again. I d be happy to discuss this via email at HYPERLINK (b)(6) (b)(6) or by phone at HYPERLINK (b)(6)

Thank you for your time.

Regards,

(b)(6)

From: (b)(6)
Sent: Thursday, April 03, 2014 5:53 PM
To: TSAExternalCompliance
Cc: Alan Schlosser; Novella Coleman; (b)(6)
Subject: Civil Rights Civil Liberties Complaint on Behalf of (b)(6)

Dear Ms. Walton,

Attached you will find a complaint addressed to you from (b)(6) Staff Attorney at the ACLU of Northern California. Additionally, a copy has been sent to you today via the U.S. Mail.

Yours truly,

4/3/2014 8:21:40 PM

(b)(6) ACLU of Northern California
(b)(6) San Francisco, CA 94111 · HYPERLINK (b)(6) · HYPERLINK (b)(6)

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Attachment

Ms. Kimberly Walton
Assistant Administrator
Multicultural Branch, Office of Civil Rights Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006
TSA-CRL@tsa.dhs.gov
Re: Civil Rights Civil Libe1iies Complaint on Behalf of (b)(6)
Dear Ms. Walton:

4/3/2014 9:24:47 PM	Caller: Caller states she is a frequent flyer and today she is at Phoenix international and has the same items and states that if you had a bottle of water at other airports you can drink it before screening but at Phoenix they made her throw a brand new bottle of water away. Caller states that she had bought a bottle of chocolate syrup that was approximately 8 ounces before the screening area and they through it away. Caller states that she carried this bottle through San Francisco carry on and did not have any problems. Caller states after they took these items they felt her scalp. Caller states that she did not have anything in her hair and she did not understand why they felt her head. Caller states that she went through the AIT machine. Caller states that she asked the screeners if they saw anything and the screeners responded with no they did not see anything. Caller states that she thinks it depends on who you are how they screen you. Caller asked if they did not see anything why did they feel her scalp. Caller states her daughter is flying to this same airport and asking if she can escort her to her flight. Caller states she was discriminated against because she was Latino. (b)(6) took the call. Date and time April 3, around 6:00 PM I advised i would forward the complaint, and that she would need to file a formal complaint in writing. I advised there would be an email sent to her email address with instructions, and what needs to be included in the complaint.
4/6/2014 7:18:18 PM	I just sent this email: There is a sign while you stand in the security line that states that the scan is optional and that you may opt for a pat down. However, on numerous occasions when I ask for the pat down option I am met with contempt. This was exactly what my husband was met with yesterday while escorting my teenage daughter and her girlfriend to the gate of her flight. A request was made for a pat down and the lecture ensued as to the ridiculousness of this request and the assertion that my teenage daughter and her girlfriend would have to wait for the pat down for at least 20 minutes because there were no female agents available. There was actually eye rolling! When my husband expressed his distaste for the attitude he was being given, the agent said to basically move along and speak to someone else about his request for a pat down. We recently moved after living in one area for 20 yrs, therefore we travel back to our old hometown often and have underage visitors often that need escorting to and from the gate and do not want to expose ourselves or my daughter to the scan so frequently. It is a personal decision and you have us believing that this is within our rights, yet you go out of your way not to comply with your own rule that we may 'opt out' of the scan. I would appreciate an explanation. I have additional comments: I just read this on your website: " 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. " As I mentioned, "voluntary" is not how things feel. Additionally I have had my underage daughter and her friend separated from me on numerous occasions and have never been told I could "assist" by holding her hand, although at the age of 15 she would not want me to. However, we've both been uncomfortable with the separation. There is an additional concern over civil rights since the males who ask for pat downs are easily accommodated while the female passengers are not. Please contact me at this email address and/or (b)(6) I look forward to hearing from someone regarding this issue, as I have another trip coming and June and do not want to go through this maltreatment again. (b)(6)
4/7/2014 9:52:38 AM	Caller has a broken wrist that is in a cast. Caller stated that she entered the security checkpoint at RSW for gate B2 yesterday, April 6th at 1800 hrs, to take a Southwest Airlines flight at 1900 hrs to Chicago, and was accompanied by her daughter. She was wearing a cast on her arm due to a broken wrist, and says that the first TSO she encountered, who was a middle age hispanic lady, asked her if she could remove the cast. She said that her reply was that yes, she could, but her doctor advised her not to. Caller said the TSO told her if she could remove it then she needed to do so, and she complied. Next she said that she alarmed the AIT because she forgot a necklace in her pocket and a second female TSO performed a patdown with a wand. This officer during the process ask her about the sleeve that was on her arm, which was the stocking to prevent the brace from rubbing. The TSO ask her to turn her hand over and she says that she was required to bend the hand in a way which caused pain. She said that she started raising her voice at this point and a STSO came and evaluated the situation, and resulted in her clearing the checkpoint and going to board her flight. She said that she is going to her doctor tomorrow and if there is any additional damage due to this, she is going to the media and court. She did not state that the incident was discriminatory or a failure to accomodate, but feels that the TSOs are untrained and are bullying travelers without listening to their concerns and is tired of being intimidated. Response Details: Apologized to caller for her experience and explained that if she tells the TSOs that she can not remove a medical device, she should not be required to for any reason, as there are other screening procedures that can accommodate. Advised that we will forward her complaint to the CSM at RSW for investigation.

Caller was passing through from DEN to ATL to Buffalo. She went through the security checkpoint at 7:10 in the morning in ATL airport, she was told to take off her shoes and she did not because she was going through the full body scan and Denver did not make her remove her shoes to go through it. She stated the officer said exactly that we have a b---- up in this house. She could not believe that someone dressed in uniform and that does government work would speak like that. She was told to remove her shoes and so she did and then was told to go through the AIT so she did. She also has dreadlocks that the lady pulled them up from her head, she had a bottle of water and they asked her why she had it. The caller said she did not argue because she knew the lady was going to make it worse if she did. She grabbed her things after the screening and went to another TSA agent who was african american in her mid 50s and very attractive, the caller asked this agent if it is customary for TSA agents to address passengers as a b---- and the agent said absolutely not. She stated that atleast one TSA agent knows what happened to her at the checkpoint. She said that all TSA agents know that they have power over passengers because passengers have to make their flight so they treat passengers like dogs for that reason. The caller stated she never says anything to the TSA agents because she is afraid they will keep her from flying or pull her to a side room so she left the agents treat her terrible. The person who was looking at her hair, pulling her dreads up and inspecting her was the one that called her a b----, the caller was afraid of her after the way she acted so she kept quiet.

4/8/2014 6:21:19 PM

Airport: ATL
Airline: Delta
Flight number: DL338
Date and time: 4 7 14 at boarding time was 7:31am departed at about about 7:50am
Terminal or Gate: C43
email: (b)(6)

Advised the caller that I would send this complaint to the CSM at the ATL airport so they could look in to the issue. Thanked the caller for letting us know how she was treated at the checkpoint. Told her that we track trends in complaints so that we can address areas of concern. So with this information the CSM would be able to address any officers that need it. Apologized to the caller for her experience and explained that anything treatment like that is not acceptable.

Caller states that he flew from Austin TX and that the STSO at the checkpoint at the time that he went through was (b)(6) Caller says that he commonly opts out of the AIT in favor of a patdown. Caller states that he believes that the STSO intentionally delayed his patdown as a form of punishment for opting out. He flew on 4 1 departing at 6:15 am and was at the checkpoint near the gate. Caller says that he asked for the patdown and the TSO waved to the STSO, who did nothing and the young TSO with him also did nothing. Caller says that he asked about the reason for the delay and the TSO waved a second time and still the STSO did nothing. Caller says that at that point, the young TSO, (b)(6) was sent for more plastic bins and took them to the checkpoint, even though there was no shortage. Caller says that when there was no reponse after the TSO waved for a third time, he waved his arms and the STSO finally sent (b)(6) for the patdown after a delay of around 10 minutes. Caller says that when he asked the STSO the reason for the delay, he was told that (b)(6) had been busy doing important tasks.

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.

4/8/2014 9:08:49 PM

Flight information:
From to: Austin TX to elsewhere (Caller did not provide destination)
Flight date time: 4 1 6:15 am
Flight number: (Not provided)
Airline: American
Airport: AUS
Gate Terminal: 15
Email: (Not provided)

Callers mother is 93 years old and applied for a TSA PreCheck in Connecticut but was unable to complete the process because her fingerprints was hard to get it, they stated they will need more time to process. Caller was advised to contact TSA about this issue to see if it is possible that she can get her KTN to travel in her 93 birthday. Caller wanted information about her mother going through the checkpoint with a pacemaker.

I advised the caller:
For additional assistance, please contact the Universal Enrollment Call Center at (855) 347-8371.

If a passenger has an internal medical device, such as 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. 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.

4/10/2014 11:25:06 AM

The patdown should be conducted by a TSO of the same gender.
The passenger should inform TSOs of any difficulty raising his or her arms
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.
TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

I suggested her to go to the enrollment center and talk with a supervisor about the issue.

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: N A
Zipcode:

4/11/2014 8:27:42 AM

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

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

Which U.S. airport were you traveling through?
George Bush Intercontinental Airport

The caller got her KTN number in the mail. Her name she goes by is (b)(6) with a middle initial of (b) Her birth certificate says (b)(6) She told the woman at the enrollment center she wanted the information to read as (b)(6) When it was mailed to her it shows (b)(6) with her full middle name. Her husband wears a pacemaker. Do they still have to put the liquids in the bag? They are both over 75 and they don t have to take their shoes off anyhow. Does her husband still have to take his wallet and change out of his pockets?

Advised:

Contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday for assistance.

Nothing changes about the screening other than you can keep your belt on, shoes and light outer wear. You don t need to take your LGA bag out or the laptop out of its case. The liquids still need to be in a quart sized bag. Your husband will still need to take his wallet and change out.

If a passenger has a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening 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. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

4/12/2014 12:53:55 PM

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.

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, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve 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.

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.

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

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

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

He lives in the Detroit area.

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

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

4/16/2014 3:39:16 PM

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

Do you want information about filing a written complaint?

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

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

I apologized in regard to the situation.

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

The enrollment center is at DTW.

Caller has a Global Entry Card and was told that she could use it for Precheck. Caller flew from LAX to SFO and presented her Global Entry card a the checkpoint and did not receive Precheck. She is needing to know why she is not getting Precheck and is also wanting us to know that having to be screened before she is permitted to fly is ridiculous.

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

4/18/2014 12:23:58 PM

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

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

RESPONSE:

4/18/2014 4:32:26 PM

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

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

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

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

https: universalenroll.dhs.gov

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

Caller states that he works for an airline. He has a company ID. Caller states that usually when he travels between airports in uniform he goes through the WTMD. Caller was told that he should go through the metal detector before, but this week he was directed to go through the AIT because he is a mechanic. This occurred at Columbus.

Advised caller:

4/18/2014 8:17:54 PM

Please note, TSA will always incorporate random and unpredictable security measures throughout the airport, and no crewmember will be guaranteed expedited access to the sterile area. As part of TSA's random screening process, an eligible crewmember may still be directed to a passenger screening line to be screened.

Flight crewmembers in uniform who present valid identification may use these lanes when seeking access to the sterile area for official purposes. However, use of TSA Precheck lanes by uniformed flight crewmembers is not guaranteed at every airport TSA Precheck is available, as the Federal Security Director at each airport has the discretion to reserve these lanes for passengers.

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

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

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

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

4/18/2014 10:06:07 PM

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

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

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

Something is screwy!

Caller: Caller states he has had hip surgery and knee surgery. Caller states he tells tsa about it and before he gets to the other side they drag him over to the other side of the screening area for more screening and he does not like it. Caller states they are going to take him over to the glass cage for further screening every time he flies. Caller states that there was a guy on business trip and he missed a flight and all of his stuff were gone through and someone stole his stuff all because he had a metal piece in his elbow and he sued the company. Caller states this incident was on CNN. Caller states that if it takes an hour to resolve the alarm he will miss his flight. Caller states he is a photographer and he does not want his film to go through the x ray machine because he has lost alot of film this way. Caller states that he knows alot of people that goes through screening and if they go through screening it will set off the alarm.

4/20/2014 2:26:47 PM

Response: Informed caller that unfortunately current TSA policy states that if an alarm sounds during screening TSA officers must resolve this alarm. Informed caller that there was not a way to get around screening. Informed caller that TSA always recommends travelers to arrive at least 2 hours in advance to allow for security screening and boarding of aircraft. Informed 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 so if you do trigger an alarm officers will know how to resolve the alarm. Informed caller many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT) if it is available at his airport. Informed caller that he can request a hand inspection for any items that are sensitive to the x ray machine.

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

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

4/20/2014 6:29:57 PM

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger s property could also be performed.

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

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

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

4/21/2014 8:17:18 AM

The caller has a complaint regarding EWR. The caller states he went through screening at gate 113 around 7:14am this morning and it took a 20 person line 45 minutes to get through screening. The caller states there are 3 AIT s at the gate but only 1 was open. The caller states that he missed his flight due to standing in this line. The caller states that there is no United status line at that gate. The caller states that this looks bad on TSA and states that this is poor operation and management and wants to know if the airlines and TSA even communicate about the passenger flow. The caller states that it is very annoying that the TSA employees are walking around on their cell phones while the line is backed up. The caller did arrive to the airport late due to an accident. The caller would be happy to talk to the CSM and discuss the issue.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. TSA monitors the number and nature of complaints that we receive and track areas of concern.

I advised the caller that TSA coordinates with the airlines on times and the hours of the gate.

4/22/2014 8:31:24 AM

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

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

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

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

(b)(6)

4/22/2014 3:43:00 PM

The caller is at DTW and went through security in a wheelchair. The male officers wanted her to go through the AIT but, because she could not raise her arm she was able to walk through the metal detector. The caller gave the male officers her coat and other item but forgot to take out her ear piece. A female officer told her to take out her ear piece and place it in a bin. The caller took out her ear piece and put it in a bin and a female officer told her to go ahead and go through the AIT because she had seen her take out her ear piece. The caller told the female officer that she could not hold her arm up above her head. The caller states that the female officer made her feel like a spectical and was very rude. She eventually let her go through the metal detector. The caller states the female officer was very disrespectful and the caller states the female officer is not a doctor and should not be questioning peoples disabilities. An officer at the gate gave the caller a card to call TSA. The caller works for the LA County Commission on Disability. She works with (b)(6) the President of the Commission of Disability and the caller stated she understands why people with disabilities do not want to fly considering how they are treated. The caller went through screening at the Southwest terminal very first screening checkpoint around 3:40pm. The caller was able to go through the metal detector as planned. The officer in question was African American looked to be in her late 20 s or early 30 s, around 5ft 4 inches, with shoulder length hair, and possibly wore glasses but not certain on whether the officer was wearing glasses.

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

4/23/2014 10:02:45 PM

Hello,

My name is (b)(6), I'm transgender I was born female and identify as male. My identification still states that I am female, official document states that my legal name is (b)(6)

Today while going through security at Newark airport, I was ask to go into the AIT screening. I did so with no problems. The security officer didn't check my passport and did not realize that I was biologically female. After going through the scanner he told me he needed to feel my chest (He did not state why), I was wearing a sweater. While feeling my chest he asked what I what I was wearing under my sweater I told him I was wearing a chest binder. He proceeded to ask me what that was, I told him that I am transgender, He asked what that was I told him that it means I'm biologically female and that I was wearing a compression shirt to make my breasts seem less noticeable. He continued touching me giving me a look of disbelief. He then proceeded to point me in the direction of my belongings. All of these questions happened in public and other customers could hear so I felt quite ashamed and embarrassed.

I felt extremely uncomfortable and scared because in these few moments this human was an authority figure, and I was trying to follow directions respectfully. The way he touched me was inappropriate in general not to mention the fact that I am dysphoric. On top of feeling uncomfortable I didn't feel like I was in a safe space.

I didn't get his name or his badge number.
I feel as though he didn't mean any personal harm and maybe he didn't have the training necessary to handle the situation without offending and belittling me.
I feel like this training is necessary for me to feel comfortable traveling through your airports. Upon noticing that your website has a section dedicated to trans travellers I feel it only makes sense for security personal to have adequate training to insure the safety and wellbeing of other trans individuals.

Thank you for taking the time to read this.
I look forward to happier and safer security experiences.

4/24/2014 10:32:27 AM

(b)(6)
Caller came home from Chicago Midway on April 3 and the gentleman who took her license kept looking at her license and her. Caller said that this went on for about 5 min and she did not say anything but she could not figure out why he was doing this. She went on through screening where she was directed to a different area for passengers who are over 75. Once she completed her screening she became curious as to what the new procedures were for older passengers. She said at that time she saw two male TSO agents standing in the hallway. She stated that she approached them to ask about the new screening procedures for passengers 75 and old. Caller said that because she interrupted the agents conversation that they were very rude and agitated with her. She said that agents were not very helpful and very rudely told her that she should have read the website before traveling and she would know about the new procedures. Caller said that she has never been on the website that she didn t know this is something that she needed to do.She is furious with the way the officers treated her and with their attitudes.

After she was informed of the screening changes she now realizes why the officer looked at her id so many times. She said that it was clear that he did not know how to count and that he was trying to figure out how old she was. In the future she suggest that the officers have a cheat sheet so they don t have to keep looking at older passengers id s. She also wanted to know what the new screening procedures are for passengers over the age of 75.

Date and Time- 4-3-14 9:30am
Airline- Southwest Does not have flight number
Airport- MDW
Gate Terminal- Does not have
She did not get their names

Resolution:

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 continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Apologized to the caller for the rudeness of the TSO agents. Advised her that I will mark this as a complaint for that location. We use this information to track trends and spot areas of concern that need improvement.

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 wants to know what caused a patdown on a AIT? She always gets patted down, she states that she was patted down at Phoenix Sky Harbor Airport. Caller states that she was raped at a young age and she states that she has pain or she jumps a lot when she is touched. She states that the TSO officer that was patting her down she was pushing into her left breast and she states that she told the officer several times that it was hurting her and the officer did not listen to her, she states that she felt very violated and she felt as if she was being raped all over again. Caller states that this is unacceptable.

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

4/24/2014 12:23:18 PM

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

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

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

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

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

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

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

4/24/2014 7:47:55 PM

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

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

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

Sincerely,

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

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

4/24/2014 8:15:46 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) Calabasas CA 91302

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/25/2014 12:21:41 AM Airport : EWR - Newark International Date/Time of Travel : 04/23/2014 5:15 PM Airline & Flight Number : Alaska Flight 7 Checkpoint/Area of Airport : Terminal A3 TSA Employee: (If Known) : Unknown Comment : I was shocked at the unprofessional and rude behavior of two TSA agents handling passenger screening at EWR Terminal A3.

The TSA agent (male) prior to the scanners was primarily just standing in place shouting at the passengers to "keep pushing! keep pushing!!", yet he would not allow passengers to stay with their belongings until the belongings were on the belt into the scanner. He was insisting they "go!" and then continued yelling at the next passenger to push everything along. At one point he was so irritated, he made the effort to take two steps towards the belt and abruptly slammed all the bins along the belt, hard enough to overturn and dump one of them. Meanwhile the other TSA agent (female) prior to scanner would not let anyone with a green (TSA Pre) card to go through the metal detector, instead routing everyone to AIT where they were turned back to remove jackets, scarves, etc. The TSA agent at the scanner basically said the other agent was just "difficult and not willing to move".

4/25/2014 8:34:41 AM

Fortunately I was not in a hurry, but all this chaos created by two agents was causing delays for passengers in what would have been a very short line.

I am a frequent business traveler in many different airports and have never witnessed such unprofessional behavior.
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

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

4/27/2014 3:32:46 PM

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

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

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

(b)(6)

Sent from my MetroPCS 4G Android device

The caller went through FLL last week. The caller stated that the TSO was rude to her. The caller wanted to opt out for the AIT and had to wait for a female agent. The caller stated that one never came and that she waited and waited. The caller stated ever so often the TSO would say female assist under his breath but no one ever came. The caller stated that she asked for a supervisor and the TSO refused to let her speak with one. The caller stated that the she ended up having to go through the AIT or she would have missed her flight. On this flight her son was with her and able to get her purse and baggage for her. The caller stated that she is leaving in two days and will not have her son to get the items for her. The caller wanted to know if there was a way to expedite a patdown and if she can ask for a supervisor right off the bat. The caller stated that she refused to provide any of her information because she knows it will not get any where. The caller wanted to know what we do so she can resolve her complaint.

The caller was advised that we can intake her flight information and forward the complaint over to the CSM of FLL to make them aware of the situation.

The TCC only intakes the information. We can not guarantee that the CSM will contact back, we do not have information on their procedures.

4/28/2014 10:52:41 AM

The caller was advised that we are not located at any airports.

The caller was advised that passengers are not required to go through the AIT and may opt out for a patdown.

It sometimes can be a bit of a wait for an officer of the same gender to become available.

We recommend arriving two hours in advance of the flight time to allow plenty of time to get through security.

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

I offered to send the complaint to the CSM, but the caller refused to provide any information besides FLL.

I explained to the caller that to assist her we could forward the complaint to the CSM of FLL. With out any information concerning the incident, we will not be able to forward anything to the CSM.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 4/28/2014 10:16:17 AM Airport : BNA - Nashville International Date/Time of Travel : 04/25/2014 9:15 AM Airline & Flight Number : Delta DL500 Checkpoint/Area of Airport : Passenger pre-screening and baggage screening TSA Employee: (If Known) :

4/28/2014 12:17:15 PM

Comment : I fully understand that your mission is one of trying to strengthen the security of the nation's transportation systems and ensure the freedom of movement for people and commerce. Let me be honest, your execution of this is failing. I am not a frequent flyer, and with experiences like I will get into, I feel there is good reason. I arrived at Nashville airport in excess of 2 hours prior to my flight this past Friday. I chose a center lane of one of six lines to have my boarding documents and identification verified. To cover the six lanes there were initially 3 agents checking in passengers, and my guess is there was a usual volume of passengers for a Friday morning. At some point while I was waiting in line, one of the agents took to leaving their assigned duties. I did not catch a name, because I did not realize anyone had left until the two center lanes just stopped moving, for an extended period of time. Only one of the agents upon recognizing the situation called for back-up, which after several calls on the radio, eventually arrived. This whole evolution took in excess of 45 minutes to get through the check-in, not to include the luggage and the AIT screening. My next concern deals with consistency among your staff in the performance of their screening. My wife passed through two screenings with the exact same luggage, and the exact same items in her bags, and she was stopped not in the less active airport, but rather in the busier, Nashville, for further screening of her belongings (perhaps this explains why there was such long lines). When the screener decided that her liquids were not meeting the 3-1-1 standards, she offered to escort her back to the airline desk, where she could check her baggage. Mind you it took 45 minutes the first time through the check in process, and we would then be in jeopardy of missing our boarding should she go back and check her baggage. How does this ensure the freedom of movement? Well time being more important than getting some liquids checked in the belly of the aircraft, we decided to make a deposit into the waste receptacle, rather than wasting any additional time with the TSA. With all the advances you have demonstrated in purchasing technology, such as the AIT, and the restrictions you are placing upon travelers, why can't you seem to get it right? Why don't you get some piece of equipment that off the shelf can determine the safety of liquids and gels? Further, I did not appreciate the fact that I could not bring an unopened bottle of water into the airport, and yet I could purchase one from the vendors in the terminal after check-in. What screening is performed upon this water that you could not extend to my unopened bottle of water? Finally, why did I see other passengers pass through your screening with liquids, but I had to drink my bottle of water, and my wife had to throw away expensive hair care products. Being inconvenienced is one thing, but your demonstrated inability to perform your assignment consistently is more concerning to me.

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

4/28/2014 5:16:28 PM

Disability Description: The caller stated her father has a colostomy.

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

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

4/28/2014 6:15:41 PM

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

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening. ALSO: I will be sending your information as a complaint to the CSM at the Airport. Date and Time of Flight: April 28th, 2014 AT between 5:45 a.m. and 6:30 Gate or Terminal: Sun country Terminal Going to Gate 3 But she is not Sure It may have been Terminal 2 Airline: Sun Country Flight Number: 503 Airport: Minneapolis Email: (b)(6)

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

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

Incident Details: She said she called the CSM at the airport today at 512-691-(b)(6) and she left a message but they did not call her back. She said she thinks it is a management problem and she is going to call the Governor s office as well. She said she showed the officers her handicap sticker and 3 times she was told they don t accomodate handicapped people.. She said she does not have a computer. She said she is disgusted and it was a miserable experience. She said her pockets were empty and she did not have anything in her hands and she thinks we need to have our machines checked out because she had to go through a patdown due to an anomaly. She said she has a balance problem due to her foot and has degenerative disc disease. She said they refused for her to go to the shorter line or front of the line she was in. She said she got a form at the airport to file a complaint. She asked for the CSM name at the airport. I lost the phone call and called back but got a machine. She did say she was over 75 yrs. old and that a (b)(6) at the airport told her she was correct and she should have been accomodated due to her disability and medical condition. She said (b)(6) at the airport told her she should have been accomodated due to her disability and medical condition.

Complaint:CSM
Claims Discrimination

4/28/2014 7:05:05 PM

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

I advised her I will refer this to the CSM at the airport. Per (b)(6) okay to give CSM info to her. I came back to the phone and lost the phone call.

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

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

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

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

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

Passengers name: (b)(6)

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

4/28/2014 7:57:59 PM

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

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

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

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 4/29/2014 4:38:56 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 04/28/2014 Airline & Flight Number : Airfrance/416 Checkpoint/Area of Airport : passport control TSA Employee: (If Known) :
Comment : Good Morning - I am an American citizen born and raised right here in Chicago. I am a patriot to my country. After 9/11, I have been randomly selected to be marked by our government to be detained at re-entry. When this first happened, I was not forwarned and had to find out by being subjected to the process. I have attained my redress number and am required to submit it every time I fly. I am still pulled going through the passport control EVERY time. Yesterday at the passport kiosk I put my passport in and after the process my receipt had a GIANT "X" over my face. I burst into tears. I had to wait in line to be screened yet again. Meanwhile, I am being eyed by everybody for being pulled. It destroys me that upon arrival to my homeland I am slapped in the face. Nice welcome home. I love my country and believe in the beauty of the ideals of our founding fathers. I believe they were weeping with me yesterday. I have never done anything to cause this. I am a natural born American. I love the USA. And I am outraged. AND I feel like no one hears me crying. This is not fair or just. It is offensive and humiliating. After this amount of time, there should be no reason to mark my passport. What is becoming of us?????
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/29/2014 8:41:58 AM

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

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

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

4/29/2014 12:58:58 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.

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

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

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

Caller applied for Precheck. She was told she would get a card.

I told her she would not receive a card if she applied through the TSA application. She would if she applied through GE. She asked what the difference is. I told her GE is for international travel, TSA is for domestic travel.

Caller was very frustrated because she did not receive Precheck when she flew on US Air from FLL. She said if she is not going to get the service, she doesn t know why she paid the money. I told her it is a random selection. There will be times when she will go through the regular line. She said if a person only flies 3 times and is not selected 3 times then why bother? She said someone who had never gotten the background check or paid the money was allowed through, but she was not. I told her that person will only receive Precheck once. Caller repeated the same complaint several times.

4/30/2014 12:43:33 PM

She said a TSO told her if they would bring an AIT machine in, there would not be long lines at this airport. She said the IVR said that if she has any suggestions or complaints about the process to let TSA know. She said she is complaining. I told her if she continues not to receive Precheck she should call back within 72 hours of a flight, we will get more information from her and see what the issues are. At this time, since it has only happened one time, this could be the random time she does not receive it.

She said, again, if a person only flies 3 times and is not selected 3 times then why bother? She flies more often than that but her family does not. She paid $500 for her family to be able to use this service and she did not get to use it. She said if she does not get Precheck during the Holiday season and has to wait 3 hours in a line, she will be calling back. I told her that the process is random and she may not be selected at any time of the year.

She said that if she does not get selected on her next flight she will be calling back and she will not be happy. I told her that I had made note of her concerns in the record. She asked what I had entered. I told her. She asked if it would show when she did and did not receive Precheck. I told her I do not have that information here. We just have general information at the TCC. If she has any other concerns she should call us back. I told her I appreciated her calling to let us know.

Caller flew last week from Domican Republic to Charlotte, NC and his bag was inspected and that was not an issue but he brought 2 bottles of liquor into the US but at Charlotte he was told he would have to check it in since he had a connecting flight. He was upset because he was not told that in advance. Caller complained that if another country was fine with it he should have been able to have it since he flew in with it.
When he tried to board the plane his ticket was denied and alarmed and he was sent back to the ticket agent. He was never given a good explanation.
He stated a TSO followed him to the restroom (He confirmed the TSO did not say anything to him). He said a TSO was also at the door where you get on the plane and once his ticket was cleared he left.
He did not see anyone else be wanded but he was. Caller said what hurt him most was in all the confusion of having to bag up some clothing in a trash bag and check the bag he misplaced his IPod that his daughter gave to him.
Caller said his wife has a colostomy and he wants to know how she can avoid embarrassment when she travels.

RESPONSE:

Told him to check with the Lost And Found to see if his I Pod was turned in.
http: www.tsa.gov traveler-information airport-lost-found-contacts#18
Charlotte Douglas International Airport
704-916-2200

5/5/2014 10:37:45 AM

Told him perhaps the TSO was just going to the restroom. (confirmed the officer did not say anything to the traveler).

Regarding any concerns travelers may have about duty-free liquids, passengers who fly into the United States and then have a connecting flight must conform to the standards and policies for liquids, gels, and aerosols established by the Transportation Security Administration (TSA) for domestic departures, even when the domestic departure follows international travel The policy allows passengers to carry containers 3.4 ounces or smaller through screening checkpoints.
Other countries can have their own rules but TSA has ours and cannot change them for someone wanting to carry on something from another country.

The boarding pass alarming is an airline issue.

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.

I could have been the TSO s were there for other reasons as well.

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 discreetly inform TSOs about any disability, medical condition, or medical device that could affect security screening. Told how to find the Card on the TSA
The caller stated that she flew from MCO and that she was selected for a patdown because her back pocket, right shoulder and her finger alarmed the AIT. The caller stated that she was upset with this because she was embarrassed having to be patted down at the checkpoint and that she did not feel comfortable not being close to her belongings. The caller stated that it was raining in Orlando. The caller stated that her bag was wet on the inside and that there was no NOI; the zipper pull was broken.

5/5/2014 12:07:15 PM

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

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

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

5/5/2014 2:59:07 PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

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

You can ask for a supervisor or passenger support specialist at any time if you have concerns or questions. You may also call TSA cares before you travel to request assistance.
Sent email.

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

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

5/5/2014 5:14:50 PM

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

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

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

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

Disability Description: Caller has a pacemaker and a difibrillator.

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

5/5/2014 6:38:51 PM

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

Caller has a TSA precheck boarding pass issue. They are in their 80s and all of a sudden they stopped getting it. They fly on United and has Gold status with them. They are in Maui. It started in March when they stopped getting it on Hawaiian Air. They didn t do anything to sign up for it. All of a sudden they started getting precheck. They have a flight on Tuesday. They know they don t have to take their shoes off because of their age but they like the shorter lines for the precheck.

Advised:

How did you sign up for the TSA precheck?

1. Did you receive an invitation from your airline? Unknown

2. Are you traveling on the airline that invited you? United and Hawaiian

3. Are you a US Canadian Citizen? Yes

5/6/2014 3:58:29 PM

4. Are you traveling from an airport participating in TSA Precheck? Yes, Maui

5. Have you correctly opted-in? Unknown

6. When making a reservation, have you confirmed that your personal information is correct and up to date? Yes

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. Have you committed certain violations of TSA regulations? No

Have you flown in the last 72 hours or do you have a flight in the next 72 hours? Give us a call back within 72 hours of your next flight and we will troubleshoot the matter further.

You are already allowed expedited screening because of your age. 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.

The caller is flying on May 12, 2014, with United Airlines, and he wanted to know why he did not receive TSA Precheck on this flight. He is a LPR, and received TSA Precheck without applying before. He is elderly, and he wanted to know if there were other ways to be expedited through the checkpoint.

Advised Caller:

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to the TSA Pre\u2713™ application program. No individual is guaranteed expedited screening, and TSA will always incorporate random and unpredictable security measures throughout the airport.

5/11/2014 2:42:10 PM

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.

Caller was upset because his bag gets inspected constantly when flying out of Sarasota and Baltimore. He also mentioned that he forgot a tissue in his pocket TSA and received additional screening because of that also. He carry s tools in checked sometimes.

Advised:

There are loaded firearms found at checkpoint each week so TSA will continue to screen both checked bags and carry on checkopints. AIT s will pick up a tissue or coin and then additional screening may apply.

5/12/2014 10:02:45 AM

Advised that tools, food, LGA s and books will sometimes alarm in checked bags and TSA has to open the bag.

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

He was satisfied and we ended the call.

5/12/2014 12:01:46 PM

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

The TSO did not reply when asked if the AIT were working. The caller observed that AIT was not being utilized.
The caller asked if Global Entry is recognized at MSY or there is any type of program of that nature at MSY.

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

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

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

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

5/12/2014 1:32:43 PM

AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.Offered John Pistole's address for suggestions on improving security and she declined.Suggested she do more research on the subject of security.

THIS IS WHAT IS WRONG WITH OUR GOVERNMENT!!!! YOU DO NOT LISTEN TO THE CITIZENS. I SENT YOU A LETTER REPORTING BREACH OF SECURITY AND YOU SENT ME THE AUTOMATED EMAIL RESPONSE, YOU DID NOT ADDRESS ANY OF THE ISSUES I SAW TODAY. NOW I WILL HAVE TO FIND OUT WHOM IS OVER TSA AND REPORT YOUR LACK OF CONCERN OVER THIS MATTER.THERE IS NO TSA Pre?™. IN IDAHO FALLS AIRPORT
BELOW IS THE EMAIL YOU SENT WITH AN EMAIL ADDY THAT SAYS DO NOT REPLY.....I POSTED COMMENTS IN EACH APPROPRIATE AREA.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) expedited screening initiative, TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards *****HIGH SECURITY STANDARDS??? **** and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage. ******WRONG. NO ONE WAS DIRECTED TO ANOTHER LINE*********

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™. ****WRONG, THE TSA EMPLOYEE DID NOT GIVE THE 2 PASSENGERS INSTRUCTIONS!!!****

5/14/2014 8:20:43 AM

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk. *********NEITHER PASSENGER WAS OVER 75 NOR A MILITARY PERSONNEL NOR YOUNGER THAN 12!!!!!*******

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports ***NOT IN IDAHO FALLS !!!!******** when traveling on any participating U.S. airline. For more information about these programs, including which may be best for you,******HILARIOUS, I DO NOT WANT INFO ON TSA PRE CHECK***** please visit our Web site at: http://www.tsa.gov/tsa-precheck.

TSA continues 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 TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. No individual is guaranteed expedited screening, and TSA will always incorporate random and unpredictable security measures throughout the airport.

We hope this information is helpful.*******I WAS REPORTING TSA EMPLOYEES NOT DOING THEIR JOBS*****

TSA Contact Center
NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for

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

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

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

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

5/15/2014 11:59:41 AM

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

Caller says that she flew to CA yesterday, but TSA Precheck was not on her boarding pass any more. She states that her boyfriend was with her and that he had it on his boarding pass but went with her to the normal line because she did not have it. Also, she will be 75 soon. Will that let her keep on her shoes?

5/16/2014 6:25:34 PM

Advised caller:
TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited screening.

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.

5/16/2014 7:50:26 PM

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

Complaint:CSM
Claims Complaint

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

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

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

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

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/18/2014 5:24:38 PM Airport : SAN - San Diego International Date/Time of Travel : 05/18/2014 1:45 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :
Comment : I was among the one-third of passengers selected for a "random" additional screening. The TSA agent notified me after I went through the screening detector.

My complaint: As my belongings continued out of the X-ray machine FORWARD, I was told to step BACK, away from my belongings to await the additional screening. This was disconcerting. If someone stole my belongings while I was separated from them, would the TSA reimburse me?

The only thing in the additional screening area was a second inspection of my purse. WASTE OF TIME

5/18/2014 6:12:28 PM

Suggestions:
1. Upgrade the TSA area at San Diego airport.
A.Get AIT machines at this terminal in San Diego. It's very clear that the screening is it random. The TSA is attempting to make up for not having AIT by forcing 33% of all passengers to additional screening.
B. install machines to check electronic boarding passes.
C. Expand the screening area.

2. Reconfigure the area. The TSA supervisors should ask the "additional screening passengers" to stand at the end of the X-ray machine conveyor. That way, we can watch our belongings.

3. Teach the employees to be sensitive. This is one of the worst TSA areas on the west coast. Don't punish passengers because San Diego and the TSA are not willing to pay for upgrades.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

5/19/2014 8:30:27 AM

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

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

Which U.S. airport were you traveling through?

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 5/19/2014 5:02:48 PM Airport : EWR - Newark International Date/Time of Travel : 05/19/2014 4:45 PM Airline & Flight Number : air canada 7745
Checkpoint/Area of Airport : near gate a11 TSA Employee: (If Known) :

5/19/2014 5:56:39 PM

Comment : My pregrent wife was denied a pat down when we requested one before the body scan. She was basically forced to use the body scan or "wait a very long time" even though passengers get a pat down after the scan. Our rights have been violated since policy says the scan is optional. Why does tsa even try and argure When we make such a request?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

5/19/2014 6:41:49 PM

Caller: Caller states on July 11 2012 her and her family went to Madrid and her daughter who is disabled and is in a wheelchair went to JFK and the guy there informed them that no one can go with her down the ramp but her husband went with her and she went the other way from her daughter and when she arrived at the screening checkpoint she asked the officer to look for her daughter and husband and the delta guy showed up with her husband and he said they made him go another way and sent her by her self. Caller was asking why did they separate her child from her husband. Caller asked if I had ever heard of people being mean to children during screening.

Response: Informed caller that screening procedures have changed since then and under the new policy she should not be seperated from her child. Informed caller that I did not have any information at all pertaining to this situation. Informed caller that if she has any questions or needs or any assistance she can request a PSS. Informed caller that her and her daughter will have to go through screening which will consist of AIT screening. Informed caller that I did not have any information regarding the situation she described of mistreating children.
Caller advised that she went through security at Newark Intl on 5 14 around 10:30am with her husband that was in a wheelchair. Caller advised that she was rudley treated by a TSO with the last name of (b)(6) Caller advised her husband was being taken through security and she advised TSO (b)(6) that she was TSA precheck. Caller advised that he told her she had 2 options go through the AIT or get a patdown and was unnecessarily rude and loud when telling her this. Caller advised that every time she tried to speak to him he talked over her and was rude. Caller did advise that the TSO that gave her a patdown was extremley nice and professional but didn t remember her name.

Advised Caller:

5/21/2014 10:12:49 AM

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

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

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

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

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

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

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

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

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

She presented a notification card regarding her pacemaker.

Went through the checkpoint shortly before 9:00 am.

She did not know the name of the TSO involved.

Disability Description: Caller is diabetic.

Response Details: Advised caller:

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

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

5/22/2014 9:16:04 AM Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

Incident Details: Caller is diabetic. Caller states that she is having problems going through the line because of her insulin pump. Caller states that she has a note saying that she can not go through the AIT machines. Caller states that she also has a glucose monitor that can not be screened either. Caller states that if she is allowed to go through PreCheck it would be easier because she could die if she disconnects from her pumps. Caller states that the officers at OKC were very rude to her on May 19th and would not listen to her when she told them that her pumps could not be screened through the AIT. Caller states that the entire experience was awful. Caller wants to know what she can do to get PreCheck.

Date: May 19, 2014
Time: 7:05am
Airline: American Airlines
Airport: Will Rogers Airport
Flight Number: 2464

The caller has an issue with the TSA in LFT. The caller dropped family members off for screening yesterday evening at 6:00pm for a flight. The caller states the AIT machines were down and the wait was over 2 hours. The caller states that she dropped her daughter off at LFT this morning for a trip with her school group and her school group missed their flights. The caller wants answers as to why the machines were not fixed since they were down at 6:00pm yesterday or additional screeners on duty.

5/22/2014 10:03:21 AM

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at LFT.

The caller stated that he is a GE member and that he is a LPR. The caller stated that the spelling of his last name on the airline profile is different than what is on his GE account. The caller stated that he used to get PreCheck as a FF with United and that when he started using his KTN he stopped getting it and wanted to know why this could be. The caller wanted to know if he could start getting PreCheck again if he stopped using the KTN.

Advised caller: Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Personal grooming and beauty items such as nail clippers, nail files, tweezers, and scissors (metal, with pointed tips and blades shorter than four inches) are not on TSA's prohibited items list and, therefore, are permitted in carry-on or checked baggage after proper security screening or inspection.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

A Patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a Patdown is required in order to complete screening:

5/22/2014 2:00:00 PM

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

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

Passengers who have medical devices attached to their bodies, such as TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening. If the device can be safely screened by AIT, passengers can be screened using AIT.

In the meantime, individuals who are lawful permanent residents are eligible to apply for TSA Pre\u2713™ through the TSA Pre\u2713™ application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2713™ eligibility for 5 years at TSA Pre\u2713™ lanes at more than 115 airports when Caller advised that he recently flew from Newark Airport on 5 20 14 at 4:30pm. Caller was traveling United Airlines flight#US0687. Caller advised when he went through security the X-ray machine temporarily quit working. Caller advised that he asked TSO (b)(6) if there was something wrong with the Xray machine and the officer ignored him 2 times. After the machine started working the caller put his bags on the belt and went through the AIT. Caller advised that the AIT didn t alarm and that TSO (b)(6) made him go through it again. Caller advised that TSO (b)(6) began being very rude with him and tried to argue with him. Caller advised that he didn t want the TSO to lose his job only wanted counseling for him.

Advised Caller:

5/22/2014 2:00:37 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.

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fare to patdown grand parents that are light haired and light skinned.

The caller was advised:

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process.

5/22/2014 4:19:32 PM

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

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

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.
Caller is asthmatic and has allergies. Caller stated that she flew from FLL and the officer that was at the check point was very rude and was very inconsiderate. Caller stated that she is allergic to many things and she travels frequently and she always asks the TSO to change their gloves. Caller stated that when she asked the individual at the checkpoint to change her gloves to give her a patdown the TSO stated oh my god you are so fussy . Caller stated that the TSO stated that she can not change her gloves and she would spray them with alcohol. Caller stated that the screener didn t explain where she was going to do the patdown or anything. Caller stated that it was a black curly haired lady with an accent she thinks may have been Jamaican. Caller stated that this incident caused her to have health issues. Caller stated that she wants something to be done about this because she does not want it to happen again in the future to her or anyone else.

Caller stated that there was an elderly lady in front of her and she could not lift her arm to go through the AIT and the screener was also very rude and gave the women a hard time she then took her to the side and gave her a patdown. Caller stated that they should have take the lady into a private room for the patdown.

Advised caller:

5/22/2014 8:46:36 PM

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

If they have to patdown sensitive body areas they should have offered her a private screening if she wanted one. But I don t know what the specific circumstance so i will forward this to the CSM so they are aware of the incident.

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

Airport: FLL
Airline: Delta
Departing time: 4:15 pm
Date and time of incident: 05 20 2014 01:30 pm
Gate or terminal of incident: Delta terminal D

Hello,

I recently traveled through Louis Armstrong New Orleans International Airport, and I received the worst treatment I have ever experienced in any airport worldwide. I have frequently had to travel for work all over the U.S., and more recently to Europe, and have gone through more security checkpoints than I can keep track of, and it has always been a quick, seamless process until this trip. According to all posted signs and available information, travelers are not required to go through the AIT screening, but may choose to "opt out" and "undergo alternative screening", which I always do, if necessary. This is even outlined specifically in the FAQ on TSA's own website:

http://www.tsa.gov/contact-us

5/23/2014 10:11:52 AM

Q. Can I choose the way I would like to be screened?
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I have never had an issue; I am immediately walked through the checkpoint, my bags are retrieved, the patdown is quick and painless, and I continue on my way. However, on this occasion, not only did I stand and wait quietly for NO LESS than 20 minutes, but the female TSA directing travelers was quite rude, and then requested a "female assist" at least 3 times, even though another TSA agent offered to take her place and many other travelers were waved past me that did not go through the AIT machine. Meanwhile, my bags were left COMPLETELY unattended, which not only violates TSA's own policies, but also left my purse, laptop, and tablet exposed and at risk! It is nothing short of a miracle that they were still there. I felt completely discriminated against, and I felt it should be reported so that steps can be taken to prevent this kind of treatment before there is another public incident.

(b)(6)

Caller stated that she had a really bag experience with TSA on her recent trip. Caller stated that she got TSA precheck and her husband did not. Caller stated that they then separated ways. Caller went to the precheck line and showed her Identification and she accidentally showed her expired ID and then gave him the renewed license and told him she has metal implants. Caller stated that the person then acted like she was suspicious because of this. Caller stated that the person told her the lane had closed and he walked her to another line. That person told her that she can skip to the front of the line but she wanted to be fair so she waited. Caller stated that when she got to the front of the line they directed her to the WTMD. Caller stated that she informed the female officer at the WTMD that she would alarm because I have a metal knee. She then walked through and it alarmed. Caller stated that the female TSO then yelled at her for going through the WTMD and she kind of backed up and she yelled at her and told her not to back up into the WTMD and make it alarm again. Caller stated that they were rude and nasty with her. Caller stated that the male TSO that was at the checkpoint then came over he was very hostile. Caller was then asked if she told a certain officer who had his back turned and she said I am not sure because I can see his face. The male TSO yelled at her and said you are a liar and the TSO was busy so he could not turn around for her to see his face. Caller stated that she was then instructed to stand to the side and wait. Caller stated that they grabbed her by the shoulders and pushed her around but thankfully she was not injured. Caller stated that other passengers started walking by and asking her if she was ok and the TSO told them it was none of their business. Caller stated that the person that did the patdown was very nice and professional but the others she had encountered were not. Then a supervisor came over and asked what is going on and she informed her of the situation in a nut shell and the supervisor asked is she wanted to file a complaint but her husband was rushing her to come on and she passed but the more she thinks about the more she did not want the way she was treated to go. Caller stated that the male and female that she encountered should not work with the public because they were not under pressure and it was not even busy when she went through. Caller wanted to know if what is the difference with the 3-1-1 rules going through precheck and do they not screen the items when you go through precheck. Caller wanted to know what technology the AIT uses. Caller wanted to know if she will be contacted about this incident.

5/23/2014 12:46:42 PM

Advised caller:
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I apologized because she was unsatisfied with the way she was treated. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. You can request the supervisor at anytime if you since that you are going to have an issue. I have documented everything that happened and I will send this for you I don t know if they will contact you but they may

You can contact the CSM but I will be happy to take the complaint for you and make sure it is forwarded to the appropriate office.
Name: (b)(6)
Phone:

You don t have to remove the 3-1-1 bag but they still screen it. Caller like precheck and she didn t have to remove her shoes was nice.

Airport: Oakland
Airline: Jetblue
Flight number: 247 (?)
Departing time: 1:15 pm
Date and time of incident: 05 21 2014 12:20 pm
Gate or terminal of incident: Jet blue terminal

Disability Description: Caller has a hip replacement.

Response Details: Advised caller;

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

5/24/2014 5:44:29 PM

Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be

Disability Description: Caller is in a wheelchair.

Response Details: Caller does not have an email address to send the D-RFI.

I asked the caller if she reported it to TSA, she said she did not because there were no TSOs around so she just reported it to the airline.

Advised caller she can file a complaint with her airline by calling the Aviation Consumer Protection Division at 2023662220.

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. 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.

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:

5/26/2014 2:34:01 PM

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Incident Details: Calling in because she has 2 complaints that she would like to report.

The caller states that on 5 10 14 she flew out DFW on Spirit airlines. There was a bag left in the restroom completely unattended. It was a large cloth bag on wheels. The caller stated that she reported it to the airline and Spirit informed her they would call Dallas police. The caller says that no one cared from Spirit airlines cared there was a large black bag left unattended in the bathroom. She said the airline left the bag in there for atleast 45 mins after it was reported and it made her very nervous.

The second incident occurred on 05 21 around 2pm. The caller stated she was flying Delta from PHX to DFW with layover in Salt Lake City. The caller was in a wheelchair provided to her by the airline. The caller stated she had no problems with TSA when she was in a wheelchair on any other flights, however TSA at PHX caused her to have a miserable experience. The caller states that PHX TSA made her get out of the wheelchair after she told the multiple times she had 2 artificial hips. Even though they knew she had artificial hips, they made her walk through the AIT scanner 2 times. The caller stated she told the TSO before they made her walk through it that she would cause the machine to alarm, but the TSOs did not listen. After she She has a case number and she wants to add additional information to her recent case.

5/27/2014 10:07:22 AM

Transferred to a security specialist.

CSS Wayne Mallory spoke with the caller (b)(6) she states that she has artificial hips and knees and stated she has had two screening mishaps. She feels the officers at the screening checkpoint are giving out to much information about the the AIT machine. She was concerned about the machines not picking up her artificial hip and knees she states that the officer at the screening checkpoint by the name of (b)(6) advised her that the thresholds of the machines have been lowered. She feels that this type of information should not be given to the public She states that she does not want to get anyone in trouble but maybe a talking to about giving this type of info out.

The caller and her husband were recently approved for GE. They got on the plane from DC to CLT this last weekend. He had to go through a full check. He is 76 years old. They are generally approved for the PreCheck program. He had to go through the regular checkpoint. She thought that they were getting it based on their age as it was something they were receiving regularly. Her husband could not get it going or coming back on this flight even showing the GE cards.

CBP Trusted Travelers -Including Global Entry, NEXUS, and SENTRI

1. Are you a U.S. or Canadian Citizen? US
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? Yes- this flight was US Air and usually United
3. Do you have a valid unexpired CBP membership? Yes- 2019 expiration
4. Have you received TSA PreCheck in the past? Yes- they were getting it routinely.
5. Do know your CBP Trusted Traveler PASS ID? (b)(6) they are not using this on flights.
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? No
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

5/27/2014 1:39:39 PM

Advised caller:

TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited 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.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

You may have received it in the past based on being low risk flyers, however, this is not something that should be expected for every flight. You may want to use your GE information on the reservation to allow you to be eligible.

On Tuesday, May 13, 2014 at approximately 1100, I submitted myself for screening at D2 checkpoint at MIA. I went through the AIT machine and an anomaly was detected in my groin area. A female TSO approached me and began to pat me down. Upon feeling something in my groin area, she asked me if there was something there and then grabbed the area. She did this numerous times, all the while alerting her coworkers that I had something there, and asking them what she should do next. I questioned why she had to keep touching me in an obviously private and sensitive area and she said she had to, all the while asking other TSOs around her if she was supposed to keep her hand on this area. Again, this is my crotch area and I am standing at the AIT machine in front of other passengers and TSA staff. After a few more rude interactions and the TSO checking my boarding pass a few times, we go into private screening with a STSO. The TSO began to pat me down while mumbling directions to me from behind. Her hands were quick and flailing as she sped through the process. When she moved around to face me, she continued to do the very rushed pat down. When she reached my breast area, she was exceptionally rough with me, and as I looked down to see why, she struck me on the right side of my face. The TSO didn't say a word and continued with her pat down. The supervisor observed this and didn't say anything either. I asked the TSO to pay closer attention to what she was doing and she stated that if I "didn't drop my head" she would not have hit me. It is here that I requested that she not touch me any longer. The supervisor took over and while she was conducting the pat down, the both of them commented on me on my head movements. At no time was I advised that I could not or should not move my head or that I was not allowed to look at what they were doing to me. They asked me again about my groin area and advised that there was something there and that I could not leave until they saw what it was. The TSO told the STSO to contact MCC and a LEO because they would have to "search" me. When the STSO left the room, the TSO began to interrogate me and began to go through my things again even though she had done it a few minutes before. It was here that the TSO finally noticed that my boarding pass had Selectee markings on it, and notified the STSO.

5/27/2014 2:31:41 PM

After a few more minutes of the two of them bumbling around, a TSI and an SME approached the private screening room, displayed their identification and asked if there was a problem. I was visibly upset and explained that the TSO struck me in the face and the STSO did not react until I insisted. As the SME attempted to dissolve an obviously heated situation, the TSO, now identified as TSO (b)(6) rolled her eyes. TSO (b)(6) was dismissive, condescending and displayed an elitist attitude towards me initially, and then continued these behaviors with the SME and the other TSIs that were conducting the test. The STSO stood quietly throughout the process. It was only after I put on my SIDA badge and displayed my credentials that the STSO realized that this was an ASAP test and apologized. TSO (b)(6) was advised that I was not "just a passenger", but a TSI and then she apologized.

It is apparent that there were many mistakes made at this checkpoint: from the TDC TSO that initially missed the Selectee markings on my boarding pass, to the horrible treatment demonstrated by TSO (b)(6) to the STSO who displayed overall lack of knowledge of checkpoint procedures. Not only did the ASAP test uncover TSO (b)(6) and the STSOs lack of knowledge of the SOP, it also uncovered the lack of leadership at this checkpoint. We as TSA employees are always being knocked for things that go wrong within the screening process. It is unfortunate to see that these two are proving that as an agency, we still have a long way to go.

Lori M. Skillern

Transportation Security Inspector | Surface
Miami Field Office

Disability Description: The caller uses a wheelchair. She has a heart condition that makes her tired very easily.

Response Details: I advised the caller that she would need to place her complaint in writing. I apologized for the incident and advised her that I would forward her the information that she needed to put it in writing.

I had earlier advised the caller that I would forward her complaint to the CSM. However, after the caller stated that she suffered discomfort after being made to stand without her wheelchair, I advised her that I would forward her complaint to another office.

Incident Details: The caller stated that she traveled through Las Vegas on 5 21 14. The caller stated that at the security checkpoint, a rude screener practically screamed at her and asked her if she could get up out of her chair. The caller stated that she could stand and the officer yelled at her again and told her to go through the AIT machine. The caller stated that she did so. The caller stated that the officer repeatedly screamed at her husband and told him to push her wheelchair out of the way.

5/28/2014 2:51:14 PM

The caller s husband is 70 years old and repeatedly advised the officer that he could not move the wheelchair as there were people behind them. The caller stated that the officer got angry and pushed her wheelchair away from the security checkpoint.

The caller then stated that she had to wait for the wheelchair to be brought back to her. She stated that she had to stand and wait and that she got very tired.

The caller was upset over the incident and stated that the officer treated her very badly. The caller stated that a young female officer brought the wheelchair back to her.

The officer that mistreated her was a male officer in his late 30 s. The caller stated that he was very rude and hostile toward her and her husband and that she stated that she had to stand and wait for her wheelchair to be returned to her, causing her discomfort and pain.

The caller stated that the incident occurred between 7:30 and 8:00AM at the Southwest terminal.

Caller advised she had an unpleasant experience while navigating the phone system. Caller advised that she had an unpleasant red ball come up on her from going through Xray screening. Caller asked if there were any way she could avoid Xray screening. Caller asked would she need a note from her dr. Caller asked why flight crew members didn t get screened. Caller aske who trains the BDO.

Advised Caller:

5/29/2014 9:22:31 AM

Can request a patdown and At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. No dr. note necessary.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.
Advised caller have no information on who trains the BDO

From: (b)(6)
Sent: Thursday, May 29, 2014 6:18 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Jaspal Singh Gujral; Legal; Rajdeep Singh
Subject: Follow up Re. Contact (b)(6) - (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6) (b)(6) turban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. (b)(6) flew United Airlines, Flight No. 4485, from Newark to Dulles International Airport in Washington D.C.

(b)(6) filed a complaint with the TSA and DHS on May 20, 2014 through the FlyRights phone application. In reference to Contact (b)(6) we wish to provide additional information regarding the incident. Please see attached complaint and accompanying exhibits, including his original FlyRights complaint.

Thank you for your attention to this matter.

5/29/2014 8:16:40 PM

Best,
(b)(6)

--
(b)(6)

(b)(6) New York, NY 10004
Phone (Main): (b)(6) | Phone (Direct) (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

(b)(6)

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify you immediately.

This does not answer my concern....I want a human to read my email and respond back or fix the problem.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

6/1/2014 7:02:17 PM

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

We hope this information is helpful.

TSA Contact Center

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Sent from my iPad

Caller stated that she flew last night on a flight from LAX last night and after she received her luggage she found that the zipper was busted and all of her be longings were basically messed up beyond the way she packed them. She also stated that there was a flash light that was on. Asked the caller if she would like to file a claim for the damaged suitcase and she stated that she would not.

6/2/2014 9:56:24 AM

Gave the caller the following info:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller is wanting information on the precheck screening with metal implants. She doesnt like that at airports like MDW, they only have a WTMD at the precheck line and she doesnt like that she has to go through a full patdown because she alarms the device due to her metal knees.

6/2/2014 10:13:36 AM

CCR informed her:
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Precheck. If there is not an AIT for her to go through then she will have to go through the patdown to be cleared and allowed through since she does have the metal implants since she will alarm the WTMD.
Since we are not located at the airport, there isnt a way we can make a suggestion to them to put in an AIT at every precheck line because each airport does have different screening devices.
She can contact the airport directly through opt 5

TSA TCC:
CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----
From: (b)(6)
Sent: Wednesday, April 23, 2014 7:39 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

6/2/2014 4:21:09 PM

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Foster City
Zipcode: 94404

Are you 18 or over? yes

Caller wants to file a formal complaint against two TSO s. He flew from Buffalo to Laguardia on May 18th on Delta flight 4054. He was going through security and they swabbed his hands. He made a smart a-- comment to the TSO. He said they pulled him aside and patted him down and rubbed his testicles.

The TSO (b)(6) a female who is white was laughing and mocking him and he said that she was the instigator after he was swabbed. He said they profiled him by the black employees because of his race. He is white.

TSO (b)(6) did his bag screening and took his shirts out and shook them.

He went through the AIT which came back clear but he was pulled aside again.

TSO that he is not sure of a name did the patdown.

He has been trying to contact (b)(6) and has been unresponsive.
He went through Gate 20.

6/3/2014 10:12:34 AM

****

Accepted Transfer on MB Line: (RF)
Clarified some details with caller:

Full Name: (b)(6)

Phone #: (b)(6)

Email (b)(6)

Airport: Buffalo

Date and approximate time of the experience: 5-18-14 at approximately 5:15 to 5:30 PM

A discription of the experience:

Disability Description: Caller: Caller asked if the AIT is required as he asked to opt out and they informed him that he had to go through. Caller states this occurred at Dallas Ft. Worth. Caller states its a violation of civil rights as they are evasive. Caller requested a email regarding AIT in regards to what it actually is and if he can opt out.

Response: Informed caller that the amount of radiation used in AIT is a very low amount. Informed caller that AIT does not even penetrate the skin and does not produce a detailed picture. Informed caller that I would forward his complaint to the CSM at Dallas Ft. Worth and send him a EMAIL in regards to the AIT screening.

Airport- Dallas Ft. Worth

Airline- American

Flight number- 1164

6/3/2014 3:57:10 PM

Date and time of incident- 06-01-2014 4:30 Pm

Baggage and tag numbers- Not provided

Description of baggage- Not provided

Was there and NOI- Not provided

Anything on NOI- Not provided

Specific location of incident- Gate B 14 C 20 security checkpoint

Contact information (phone number or email) (b)(6)

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

I have now confirmed that you have something against sparkles and sequins.

I know this because last Christmas I wore a gold sequined (plastic sequins) sweater and had my boobs patted down by your security agents (BWI). This past weekend, I wore jeans with plastic rhinestones on the back pocket and had my butt patted down (BOS). Prior to both these incidences, I wore my jewelry through security. A ring, a necklace, and earrings (with no sparkles on my clothing) and was subjected to a full body pat down (Cleveland).

I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014 4:33:01 PM

Frankly, I don't mind the pat downs, and I could care less if they rub down my boobs or my ass in public - mostly because I know that the search is unwarranted and will yield nothing - I have nothing to hide. (and all is fair in the name of national security, right?)

However, I do think it is incredibly ridiculous that, despite the use of all this new technology and full body scans, agents are still requiring that I subject myself to this physical scrutiny based on my clothing and the fact that I will not put expensive jewelry in my bags (I believe most women would concur).

In addition to this, my palms have been swatched multiple times because I choose to hold my ID and ticket when I go through the scanner. No amount of reassurance will suffice that it is wise to be separated from these forms of ID during a security check. It's not like your agents don't know what these things look like and I cannot possibly be the only person who does this.

What I have come to conclude from these experiences is that your approach to the use of the "full body scanner" is crap. I understand perfectly the theory behind acoustics, backscatter, and identification of densities and articles using sound. There is no way (none) that wearing a bra should mean I am patted down on my back each time I go through these machines. There is no way your staff do not know exactly what the buttons and fittings on a pair of jeans look like - or a belt, or a watch, or a ring, or sequins on skin tight jeans. A woman going through with hits on her neck and ears is probably wearing a necklace and earrings (which should be visually confirmable). The lack of use of common sense in assessing these things is appalling.

If you insist that it is a behavioral cue, I will tell you that your instructors are looking for the wrong thing. I am polite, cooperative, gracious, and attempt to be patient with other passengers who do not know what they are doing. If you want to tell me that those are signs of a terrorist, try me.

I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.

Caller flew from OMA about 3 weeks ago and she was traveling with two infants by her self. Caller stated that she could not carry the two infants through at the same time and she ended up having to have a stranger carry one of them through or they were not going to allow her to fly with them. Caller is wanting to know what TSA policy is about screening children. Caller wanted to know how she is supposed to carry them through if she cant be separated from her children. Caller stated that she can not carry them both at the same time.

Advised caller:
Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

6/4/2014 12:35:48 PM

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. Since the children are small and cant walk then you would have to be screened by the WTMD. That is the only information that I have is they have to be carried through if they can not walk. Since you have two then they may have to be carried through together. Caller asked for a supervisor.

Escalation Notes: (b)(6)
The caller has two 8 month old infants that cant walk and the TSA at OMA wouldn t allow her to carry both children through the checkpoint. They got a stranger to carry her children through when she asked to speak to a supervisor. The supervisor told the caller that her two children fell outside of TSA policy and that she couldn t carry both through. She is going to fly again through OMA in about a week and she wants to know if this is going to happen again. If it does she is going to sue TSA.

Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/4/2014 9:30:28 PM
Airport : MCO - Orlando International
Date/Time of Travel : 05/18/2014 3:00 PM Airline & Flight Number : south west Checkpoint/Area of Airport : security screening TSA Employee: (If Known) : ?

6/4/2014 10:01:52 PM

Comment : As a frequent flyer I have been rewarded with the TSA pre check to expedite the process. On sunday 5/18/14 at 3:00pm I passed thru the AIT - my blouse had some metallic decorations on it, so much to my surprise I was pulled aside and "screened" by pat down, which includes the hand wipe function. How surprised was I when I was told my hands tested positive ! for what ??? Immediately I was whisked away into a private "room" for additional screening. There was no regard for my companion and no explanation for what was to occur. The agent and I waited, and waited....I was not told why when asked.....finally a second woman in uniform appeared....guess there needed to be a chaperone for the agent. What about me? So, now she begins the more "thorough" screening....all was negative thank God....My companion and I discussed what my hands could have touched.... I'd used the restroom, washed my hands.How surprised and appalled was I when the agent stated the hand soap used contains glycerin and it is known to have this result. As a frequent flyer, with bilateral hip replacements, I am shocked - that this is known and not rectified ! Since 2004 I've been subject to "pat-downs" until the AIT came along. At age 63, I understand and support security being in place. However, a known entity like hand soap causing unnecessary work for the agents, delayed processing for myself - not to mention the "uncomfortable process of a more detailed pat down " is inexcusable. I implore the TSA rectify this immediately. Thank you for your attention to this. (b)(6) Would you like a response? : True Passenger's Name : (b)(6) (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a knee replacement and they paid $85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn t get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn t open her purse until she was there.

When she arrived at ATL she stated she was provided a wheelchair which was very nice.

Information Request: Why does her knee replacement require her to have a patdown when she has the precheck and what did she pay the $85 dollars for?

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

6/6/2014 8:08:11 AM

Explained she can present documentation which only improves communication with the TSO and advises of any medical condition which could affect the screening, not a requirement.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

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

Provided information via email.

Explained to caller going through the precheck lane doesn t prevent a passenger from having a patdown if an alarm sounds going through the WTMD.

Explained to caller she paid the fee for a background check, fingerprints, etc. for the program and those services aren t free.

Caller wants to make a complaint about Wifes experience in La Guardia airport. The wife is pregnant and requested a pat down and waited for a long time and nobody came to provide that service. Then an officer made her go through an AIT machine and the caller .

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

6/6/2014 5:16:39 PM

Airport	LaGuardia
Airline	Delta
Flight #	Unknown
Date - Time	June 6, 2014 5:30pm EST
Location of Incident	Terminal C
Contact Info	(b)(6)
Description of TSO	One was female and one was male, neither were caucasion.

Caller flew from Chicago Midway on June 5 and the caller stated he informed the screeners they had metal implants and they requested to go through the AIT and the screeners told him to go to another line and his wife didnt have to remove their shoes. Caller stated he was told to go through another screening technology and they had to have a patdown. Caller wants to know why the screening technologies. Caller wants to know why this is happening to them at Midway airport.

6/9/2014 2:59:37 PM Advised caller the following information:

Advised caller I can not give the information as why the other technology wasnt opened at the airport. Advised caller he can call 866-289-9673 press option 5 and put in the airport code and he will be given the CSM number and he can ask they specific questions about policies and procedures.

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

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Remote Client IP (b)(6)
Date Time: 6/9/2014 4:17:15 PM

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

6/9/2014 6:12:16 PM Complaints:Airline Complaints
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight number 317 LaGuardia Airport Terminal G5
Comments:I actually got on this site just to finish cursing out some of the TSA agents that scanned me on 06/05/2014. I don't give a fuck about you or any TSA agents I can not stand ya. So when I come up with an attitude don't ask me how I am doing. Than talk about the lotion of my hands is it Victoria secret none of ya damn business! Nigga I see you watching me ya ugly ass. So yeah I am going to be nasty to you and ya friend. Talking about the lotion can be harmful; ya must think I got stupid written on my forehead!! I know I look damn good on the scanner and could care less if ya see me on a scanner!! Than took me to a pat down after I gave the dude the middle finger on the scanner and told the lady she doing a great job making sure I am not a terrorist. I would have cursed her out some more but I was running late. TSA agents are actually funny, and I enjoy cursing ya the fuck out. So after they scan my brain and the inner folds of my vagina, I deal with the government police telling me what I can and can not spray on my own fucking body?
See people don't speak up but I do and I have every right to say whatever the fuck I want to say. So after the scanner doesn't show a bomb stuffed up my ass, I go for another pat down. Than the dumb bitch said we trying to keep people safe, I said bitch whatever, like I am stupid and don't know what is going on. So fuck you and the idiots at the gate at G5 and all the other TSA agents out there and whoever reading this post. Since the only reason why there is the full body scans is for the bitch ass dudes and girls who don't get none at home and to see naked bodies. Well I gave a full show and a up yours as well, than want to have the nerve to steal shit and get a good paycheck! All of TSA should be disbanded and I want somebody to reply to my post ya pussy punk bitches! I am not afraid of TSA the donut eating cops and anyone else that likes to use protecting the people bullshit line to steal and invade privacy. So get at me and I will be waiting.

Caller is wondering about filing a formal complaint. She is sitting inside Tampa International and she went through security, she went through the AIT machine and the TSA agent on the other side, without any formal warning, said she had to check the callers hair. The agent didnt change her gloves and proceeded to run her hands through her hair. The caller has a scar on her head that was painful when touch. Caller stated she would have taken her hair down for the agent but the agent never gave her a chance. The TSA agent never offered a private screening either. Caller is most upset about the gloves

Advised caller : We regret that she had an unpleasant experience. Passengers may request a private screening if additional screening required or at any time during the screening process.

6/9/2014 7:38:12 PM

Airport	Tampa International
Airline	Southwest
Flight #	3405
Date - Time	June 9, 2014 8pm delayed to 8:50pm
Location of Incident	Gate C39
Contact Info	(b)(6) (b)(6)
Description Name of Agent	Female, caucasion with red hair in a ponytail. Late 20s or early 30s

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. . Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

6/10/2014 10:43:27 AM TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Advised caller that I would mark this as a complaint for that location.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller then stated that he was traveling with his two children who had chocolate milk that was taken from them. Caller said that they did everything correct that the milk was separated and declared. However the officers would not allow them to take it and made them throw it out. Caller stated that when they flew from JFK they had the same items and it was not a issue with them. He state that a Jetblue agent told him that it happens often at this airport.Caller wanted to know why one airport allowed them to take the milk and another didn t. He thinks this was done because they told the agent that they were gong to miss their flight.

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

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

To Whom It May Concern,

My name is (b)(6) and I travelled from Jacksonville International Airport to JFK airport on Sunday June 8. A friend traveling with me had an unfortunate experience at security that I wanted to bring to your attention, as it was disrespectful, appalling and infuriating.

My friend is newly pregnant, having just passed the 12 week mark. As we were approaching what you refer to as the Advanced Imaging Technology machine, I asked my friend if it was safe for her to be screened that way; she was unsure. We asked a security officer nearby if there was an alternative to the AIT machine as my friend was not comfortable assuming it was safe. This officer politely informed my friend that she could opt out, and instead receive a manual pat-down alternative. She directed us to another security officer who was standing off to the side of the AIT machine. When my friend informed this security officer that she wanted to opt out of the AIT and receive a pat-down instead, this security officer rolled her eyes and yelled to someone behind her that, "this lady wants to opt out". At this point I assumed everything was set, and I myself passed through the AIT. A few minutes later, my friend appeared at my side to collect our bags that had just been screened; she appeared upset and had tears in her eyes. She said that she had waited for a few minutes for the pat-down while 2 security guards stood next to her, rolling their eyes, and who ultimately told her that it was going to take too long to find someone to do the pat-down and she should just go through the machine. Not wanting to miss her flight, my friend gave up and went through the AIT.

6/10/2014 9:12:14 PM

I find so many things about this experience troubling; AIT, in my understanding, is supposed to be optional. I don't know if these two women were employees of the TSA or Jacksonville Airport, but I wish I had gotten the names of these rude, disrespectful and quite frankly lazy security officers.

I realize that this incident may seem trivial to you, and that the letters and phone calls you receive on a daily basis involve more severe issues, but in my mind this is just as important. Forcing anyone that doesn't feel comfortable to use the AIT machine is unfair and wrong; forcing a pregnant woman to do so is absolutely unforgivable. I am aware of the data, the studies, the reports that show that AIT is perfectly safe for everyone, including pregnant women; it did little to quell my friend's fear and guilt. The one data point that must be emphasized and enforced by your employees is that it is optional, for anyone.

While I do not anticipate that this email will make any real difference, I hope it does not go unread. For anyone to feel anything but safe and respected while going through airport security is a failure on your part.

Sincerely,

(b)(6)

Caller states that he went through security at Terminal 2 Gate C at JFK, and he states that he was highly upset because he went through screening and he had to get on his tip toes when going through the AIT machine and the guy in front of him had to touch his nose.

Airport: JFK
Date: 06 11 2014
Caller feels discriminated.

6/11/2014 12:05:43 PM

Advised caller:
• Be filed within 180 days of the alleged act of discrimination;
• Be in writing;
• Include the name and address of the complainant;
• Include the date of the alleged act of discrimination;
• Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
• Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

Caller does not want to file a complaint, he wants to let it go.
Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

6/11/2014 4:16:10 PM

Advised caller:
The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn t penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to resolve this.
The patdown:
• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.
Caller needs to file a formal complaint outside the airport. She wants information for screening writing.

6/11/2014 5:42:44 PM

Told caller:
I understood she had a complaint. I ask her if she was a TSA employee or a passenger. She was a passenger and wanted to speak to someone with higher authority.

(b)(6) took over the call:
Caller stated that she went through the AIT at LAS and her hair was patted down. Caller stated that she feels that they only patted her hair down because she is African American. Caller wants to know the TSA policy for conducting patdowns. Caller stated that she spoke to a (b)(6) at the airport and he was very rude to her. Caller wanted to know if I could email her the TSA guidelines for patdowns. Passenger stated that she was still at the airport and was going to go get the officers names that screened her.

Advised caller that anytime an anomoly is discovered when going through the AIT a patdown is required to clear it. Advised caller that if she feels the patdown was conducted because she is African American she will need to formally file a civil rights complaint. Advised caller that I would email her the guidelines to file that complaint as well as the TSA guidelines for patdowns.

The caller stated she just went through a humiliating TSA experience. It happened at 10:00 in LGA at TD Check 1. The caller has a tether on his foot. He spoke with TSA prior to travel. He has been authorized by the courts to travel. He states that he spoke with the CSM at DTW and notified them of his travel plans. He had no problems when he traveled from DTW. However when he went through the AIT at LGA and when he exited the TSO noticed the anomaly on the scan. The caller showed the TSO the tether and it was screened for explosives. As the caller was preparing to depart the check point a female officer detained the caller and asked about the ankle item. The officer was named (b)(6) and she told him to go to the side (b)(6) made him go through a patdown. (b)(6) then calls the lead officer (b)(6) who then takes over the process. (b)(then calls the TSM Harjinder Singh. At that point the TSM tells them to call the port authority. The caller was told that they have to call the port authority. He was told that every airport operates differently. The port authority comes over and he is confused on why he is called because he cannot do anything. The PA took more information from the caller. Another TSA agent (b)(6) tells him that after the Port Authority interaction he would have to be patted down additionally. The caller went through the AIT with a decent amount of cash in his hands and it was never checked. So the caller is questioning about all of the screening he had to go through but the cash was never checked. They took copies of boarding pass and drivers license and he wants to know if this is standard procedure. He is complaining because he had no issues at DTW but had to go through all of this at LGA.

6/12/2014 2:49:07 PM

AIRPORT: LGA
DATE OF TRAVEL: 06-12-14
AIRLINE: Delta
FLIGHT NUMBER: 2449
TERMINAL OR GATE: TD Check 1
CONTACT (b)(6)

I advised the caller that we strive for consistency at the screening processes at the airports and I regret this situation took place. I informed the caller that I will send a copy of this record to the CSM at LGA for their review.

Dear TSA,

Can we please change the policy of non-uniformed pilots having to go through the AIT machine? Why can't we go through the Trusted Traveler line? After all, we pilots have been through more background checks than have those Trusted Travelers.

After a nuclear physicist friend of mine told me to avoid the AIT machines, I "opt out" and am therefore subjected to a full pat down. Not only does this inconvenience me but it puts an unnecessary strain on TSA's resources because an agent has to waste time with me (a non-threat) while diverting attention away from the other passengers (potential threats.)

6/12/2014 4:12:53 PM

There are plenty of pilots who travel on official company business out of uniform: management pilots, safety committee members, and "ghost riders," just to name a few. In TSA's eyes a non-uniformed pilot is held to greater scrutiny than a uniformed pilot despite the only difference being the uniform. The company ID, or badge, is the hard item for a bad actor to obtain, not the uniform. One simply has to go out on Halloween to see how many revelers are dressed as pilots to see how easy it is to get a pilot uniform.

Can we please bring some common sense to airport security and allow non-uniformed pilots on official business to bypass the AIT, thus increasing the TSA's efficiency by avoiding distractions?

Thank you,
(b)(6)
Airline pilot

Caller said in the past 6 months he and his fiance have flown often and everytime she goes through AIT screening she gets a patdown. Today she was only wearing designer jeans, bra and T-shirt and she still got patted down and was almost in tears. He states last time they flew from Ft. Walton she only had on a sundress and he questioned why she was having a patdown because she wasn t even wearing underclothing. He understands that it may be a random selection at times but not every time. She flies approximately 3 times each month and she is to the point that she doesn t want to fly anymore.

Caller said he spoke with a supervisor today and asked why his fiance was having to get secondary screening and the supervisor wouldn t answer his question and was very blunt and rude.
He works on the military base and they were flying Delta today, flight departed for ATL at 12 Noon.

6/13/2014 1:53:14 PM

Response:
Apologized to caller.
Explained to caller there is some anomaly that must be showing up when she goes through the AIT which is requiring her to have a patdown.
Advised passengers can be selected at random for additional screening, but it wouldn t happen everytime they fly.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
Advised he can request to speak with a supervisor anytime he has questions or concerns at the checkpoint, which he did today, but, didn t get the name of the Supv.

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

6/13/2014 2:08:51 PM

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/13/2014 1:15:46 PM Airport : SAN - San Diego International Date/Time of Travel : 06/13/2014 10:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Scanner from phone would not work so I had to go back out to the counter, print a pass and stand in line again. If your goal is to encourage people not to fly, you are doing a great job.
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

6/13/2014 6:14:44 PM

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/13/2014 5:38:54 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/13/2014 Airline & Flight Number : DL1968 Checkpoint/Area of Airport : Before going through the X-ray scanners TSA Employee: (If Known) :
Comment : Dear DHS,

I'm writing you this email before I board my plane to Paris. I recently ruptured my achilis tendon which forced me to request wheelchair service at the airport. I checked into LaX airport with ease and then requested to be taken to my gate with assistance. I got to the X-ray scanners and was asked to wait so someone can check me via trace scanner to make sure there was no explosives. I waited for a person to check me out successfully by asking to be wiped to make sure there was no explosives. I opened up my hands (while sitting in a wheelchair) and waited for him to test the results and successfully passed. What I was shocked about is that security did not check my pockets or pat me down. I asked myself this question, what if I was a terrorist and had a knife or something in my pockets other than explosives??? How would security catch me if I wasn't patted down. Even-though I was in a wheelchair and couldn't get up, they should still pay me down or atleast scan me with a metal detector followed by a trace detector. I'm a constant traveler and that was shocked at this event. Maybe it was the security officers fault or maybe it was a fault in the system. My goal is to make you aware of this and hopefully help you protect us Americans. God bless you all.

By the way, I didn't have a chance to proof read this and wanted to make sure you were aware of this before I get on my next flight.

(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

6/14/2014 3:28:09 PM

Caller is wanting to complain about an incident that just happened at IAD. Caller stated that she was wearing a money belt and went through the AIT and the officer then was doing a patdown and found she was wearing it. Caller stated that the female officer Thomas told her that it had to be sent through xray and removed it. Officer Thomas then took it out of the callers sight and was supposed to be screening the item. Caller stated 10 minutes later she asked where it was and no one could find it. When the item was located it was returned to her by another officer and appeared to her that it had never even made it to the xray machine. Caller was told by a supervisor that the TSO did not follow protocol and she is wanting to report it. Caller was concerned due to the amount of money and personal identification items that was in the money belt. Everything was returned and nothing is missing.

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

Airport: IAD
Airline: United Airline
Flight number: 4244
Departing time: 5:20 pm
Date and time of incident: 2:25
Gate or terminal of incident: United terminal far left lane

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) telluride co
Zipcode: 81435

6/17/2014 10:19:04 AM

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

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

Which U.S. airport were you traveling through?
LaGuardia Airport

I sent the email below to your Contact Center. I received a reply a few minutes ago. I appreciate the quick response. Unfortunately, the reply did not fully address the issues that were being brought to your attention. It is unfortunate that the a reply from a government agency can not be thorough and resolve all items on the first pass.

Your reply dealt only with your policy regarding military personnel and your treatment of them. It left the impression that it was written by a former military person and was justifying the process of military personnel rather than addressing the true issues I presented in my complaint this morning. The "process" is wrong when military people and their families are allowed into the "TSA Precheck Line" and then have to be redirected to the Delta Elite Line. Their families/friends should be directed to that line to begin with. On Friday they worked their way up to the TSA agent and the TSA agent redirected them to the Delta Elite Line.

I have no issue with military personnel having access to a security line. Please take a few minutes and read through my complaint a second time and address the issues raised.

You also did not address allowing airport employees who are flying to use the employee access line that is intended for employees who are working at the airport.

I am going to include (copy/paste) the reply that I received a few minutes ago.
Regards,
(b)(6)

6/17/2014 4:09:55 PM

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

The Transportation Security Administration (TSA) is fully supportive of the men and women in uniform, and our standard operating procedures strictly prohibit targeting members of the military (or any other organization) solely because they are in the military. We are sincerely grateful for the sacrifices made by these brave men and women. Many of our own employees are former military personnel or current reserve members. In fact, TSA has instituted many procedures specifically for the military to ease their processing through the security screening checkpoint.

Security guidelines provide that uniformed military personnel traveling on orders are exempt from selectee clearance procedures only on those air carriers who have implemented a system that has been approved by the air carrier Principal Security Inspector (PSI). We emphasize that this exemption applies only to military personnel on active duty that present a valid, active duty military identification card and the military orders associated with that travel. Military personnel should advise the airline upon check-in that they are active duty and traveling on military orders. The airline should exempt them from any automatic additional screening.

Military personnel, their families, and their carry-on items are still subject to the same initial screening procedures as all other individuals entering a secured area. Excluding any group or individual from the screening process, such as senior citizens.
He has a flight leaving tomorrow from EWR to SFO on United. He has had PreCheck on all the other flights. He has GE currently. And is also 75.5, and wanted to know if he could get PreCheck that way.
He also asked if his wife or grandchildren could accompany him through the line.

Advised caller:
It is important to keep in mind that even if you are eligible for TSA Pre\u2713™ as a member of a CBP trusted traveler program, TSA Pre\u2713™ does not guarantee expedited screening. So PreCheck is random.

As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

6/18/2014 11:09:36 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.

While some airports may allow individuals who are traveling with a TSA Pre\u2713™ eligible passenger to access the TSA Pre\u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u2713™-eligible passenger should not expect to be directed to the TSA Pre\u2713™ lane each time they fly. In addition, please remember that TSA Pre\u2713™ does not guarantee that an individual will receive expedited screening.

Also, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

At TPA yesterday her family opts out of the AIT and they go through the patdown. She had 5 3-1-1 in one of their bags since they were all travelling together. The officer told her she had more liquids in her bag than what is allowed. She explained to the officer that there was 5 of them travelling together through and there is only 5 bags. The officer then told her there was other liquids in her bag than what was just in the 3-1-1 bags. The officer then searched the luggage after a little argument. The officer then handed her 2 larger bags and told her to place all of her liquids in those bags for future travel and that would prevent any issues. (b)(6) was travelling with another family that went through the AIT machine and she was told they over heard the officers stating they were going to hold her up since they all opted out of the AIT and she was wanting to know what she should do under these circumstances. She was going through C Gate around 12:30 on 6 18 2014. The officer was a middle age woman, hair in a bum, at least 50.

6/19/2014 1:02:12 PM

Response:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

Caller states that his wife and him went in and got KTN and they called Delta Airlines because his wife has the TSA precheck logo on the boarding pass and he doesn't, and he states that he was explained that if he paid for the program he would always be selected? Caller states that its disrespectful for us to split up a traveling couple, after they paid for the program. Caller asked if people who don't have a KTN do they get through.

Advised caller:

6/19/2014 4:01:39 PM

In addition to TSA Pre\u2713™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre\u2713™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre\u2713™. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u2713™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre\u2713™ lanes at more than 100 airports when traveling on any participating U.S. airline. TSA continues 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 TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Advised caller that he did not pay for the program he paid for the background check and fingerprints.
The caller and her husband, (b)(6) have always received TSA Precheck since the start of the program. They received expedited screening yesterday when traveling with Southwest. Her husband boarding pass for his travel today with Southwest doesn t indicate the Precheck indication. Southwest advised that she must have a KTN. They were invited by United Airlines to participate in Precheck, however they have received expedtied screening when traveling with other airlines.

She asked how to apply with TSA and if there is an age in which someone would be automatically eligible for Precheck.

They are only eligible for Precheck when traveling with the airline that invited them. They won t have a KTN. TSA also randomly selects passengers for expedited screening based on their Secure Flight information.

The Precheck indication is not what determines whether a passenger received expedited screening. This is determined when the TSO at the checkpoint scans the barcode of the boarding pass.

6/20/2014 11:25:23 AM

I advised that if she and her husband would like to be eligible with all airlines and would like to receive expedited screening on a more regular and consistent bases may want to apply with TSA as they would undergo a background check to be vetted for eligibility. If approved they would receive a KTN that they would provide to an airline when they make reservations.

They can pre enroll via tsa.gov where they will provide biographic information and make an appointment to visit an enrollment center where they will provide fingerprints, ID, citizenship documentation and pay the $85.
http: www.tsa.gov tsa-precheck participation-tsa-precheck
http: www.tsa.gov tsa-precheck notification-tsa-precheck-eligibility

There is not an age in which someone is automaticaly qualified to participate in Precheck. Under 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.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Tempe AZ 85281
Zipcode:

6/20/2014 2:23:18 PM

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

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

Which U.S. airport were you traveling through?
Minneapolis-St. Paul International Airport

Caller states that he flew from BWI today and he is concerned with the security screening. Caller states that he told the officer that he did not want to be screened by the AIT. Caller states that the officer explained to him that the AIT was not an x-ray and forced him to be screened by the AIT. Caller states that he does not know the officers name. Caller states that he was at Checkpoint C possibly the one for American Airlines at or around 1600 hours. Caller states that he does not want to be screened due to possible health risks.

6/21/2014 4:17:35 PM

Advised Caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Due to the fact that the officer forced you to be screened by the AIT, I am going to send a copy of the complaint to the CSM for their review.

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an Ileostomy and she has a problem going through screening and wears an external device and a metal ring and the wtmd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

6/24/2014 2:54:41 PM

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail. I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown.

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

6/24/2014 7:29:35 PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Name: (b)(6)
Phone

Date and Time: 06-10th @ 7:30 am
Airline: Delta

Caller will be flying from Birmingham, AL. He said that his wife made the reservations and he does not have the flight information. Caller stated that on a previous flight out of Birmingham he was body searched and questioned like he was a terrorist. He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He aid that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his $10,000.00 piece of equipment if it is scanned.

I gave the following information: It is recommended that passengers who are blind or visually impaired notify a Transportation Security Officer (TSO) of the kind of assistance needed to complete the screening process. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

6/25/2014 8:39:48 AM

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

• The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger may ask for a chair if he or she needs to sit down.
• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a 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.

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.
I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.
Disability Description: Caller has an insulin pump and continuous glucose monitor.

Information Request: Caller has had problems in the past when she removes the pump for a physical inspection.

Response Details: Advised caller to contact us 72 hours prior to travel and we would escalate a request for assisitance to ODPO.Emailed the information.Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

6/25/2014 11:32:21 AM

Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger s insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger s hands.Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller has an implanted cardiac defibrillator pacemaker. She had TSA precheck on her boarding pass when she flew out of DCA yesterday. She is complaining because there is no consistency from airport to airport for someone in her condition. At DCA she went to the precheck line and she let them know ahead of time about the pacemaker. She was instructed to go to other side by an officer and remain at that spot until they called someone. She waited for 15 minutes before the officer called someone and then waited for a female agent to show up so she waited a total of approximately 30 minutes. When the female agent came she just escorted her to the AIT and had her go through it. I asked the caller if they called the female agent due to the possibility of a patdown and the caller states that when the other agent was called there was no mention of the need for a female due to a patdown. All this time she was separated from her personal belongings for a long period of time. She states that the precheck lane at DCA only had a WTMD but when she came through TPA it had an AIT. She is concerned that she lost sight of her belongings while waiting for such a long period of time. She also wants to know if there is a better way to handle situations like this and if signing up for precheck would be of any benefit to her. Ultimately her baggage went through screening twice because it went through initially when she was waiting for someone and lost site of it and then again when she went through the AIT.

6/25/2014 12:08:48 PM

AIRPORT: DCA
DATE OF TRAVEL: 06-24-14
DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown screening. I advised the caller that due to her heart condition there may be some airports that have an AIT at the precheck lane but some may not so precheck would only be beneficial to her at those that have the AIT.

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.
Caller was in Spokane Washington Airport to fly to Boise and was in a wheelchair provided by the airline. They made him go through the equipment (not sure if AIT or metal detector) and the alarm went off. He alleged that told the Officers he was able to get out of the chair and walk but the TSO said this will be faster and they had him go through in the chair and that resulted in a Patdown.
He is able to walk and usually gets out of the wheelchair for the screening at other locations.
The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown.
Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

Advised I will send a copy of his complaint to the CSM at Spokane.

CSM Referral Information:

6/25/2014 2:14:00 PM

Airport: GEG

Airline: Southwest

Flight #: 4008

Date: 6-20-14

Departure time: 4:15 PM (He was at the checkpoint at 3:00 PM)
Specific location - Terminal or Gate: A B Lane 1

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

Email: (b)(6)

Caller feels like she is discriminated and violated at a TSA checkpoint. They came through IAH and went through TSA. It was only them in line, and she had a cup of ice that had melted, she didnt know it was in her bagpack in the side pouch. She told them that they could just dump it out. She told her that she can t do that, and looked at another employee, and told her that she could not make any special circumstances for --them--. She was then made start all over again in the screening process. She then told her to throw the thing away and that she would get another 5 dollar cup at Walmart if its that big of a deal. She stated they wanted to search all of her bags for no reason. They then checked all of her mother in laws items. She stated that the bottom of the bag then fell out and busts one of her souvenir cups. They made her husband then go through the AIT and her other son do the same. They then told him that he needs to step to the side, and that he had something in his butt crack. They did a patdown on her husband s butt crack. She then stated that they did ETD on her son s hands. They offered the private screening. They then told her son that he had an anomaly in his butt crack as well.
She believes that this is happening because they are white, and all employees are African American. She stated that they all had attitudes. A female employee snatched her boarding pass out of her hands and told her she had plenty of time even though she had to go to the other side of the airport. This happened on Monday June 23rd, scheduled to depart at 9:30 a.m., Houston time. They came through TSA around 9:05 a.m.

Response:

6/25/2014 8:06:52 PM This happened on M

Call transferred to E Vaisey.

She asked what happens in a case like this.

Advised caller:

I will forward information to you. In order for this complaint to be complete it will need to be in writing. I will also forward the information collected from the previous agent to the TSA multicultural branch.

The complaint will be investigated. I do not have step by step information about how this is handled as it is another branch.

Caller went through Precheck and had to have additional screening. He thinks that his belt buckle set off the machine. He wants to know why he had to have additional screening when he paid for Precheck.

6/26/2014 8:26:31 AM Advised caller that the AIT picks up anomalies on the outside of the body. It doesn t matter if he has Precheck, if there is an anomaly or alarm, the officers will resolve it before you are permitted through the checkpoint. He said that he didn't see the point of getting Precheck if he was going to have to be screened anyways. Told him that Precheck is random and there is never a guarantee and if there is an alarm, it has to be resolved.
Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags was searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

6/27/2014 9:27:15 AM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller is 86 years old and his wife received a letter with a KTN on it. He has not received a letter with a KTN and he is wanting to know the status of his enrollment and what his wife needs to do to get precheck with her letter. Caller stated that when he was at the enrollment center he was told by the representative that was signing them up that they should go back into the lobby and ask for a refund because he did not see how they would benefit from the program. Caller is wanting to know what benefits he gets that is different from what he currently gets when flying. Caller thinks he enrolled under false pretenses and wants a refund.

Advised caller:

She will just receive the letter and she will use the KTN when making the flight reservations. You need to make sure to enter the KTN that starts with a TT into the KTN field and make sure your name, DOB, and other identifying information matches the information you provided exactly when you make the flight reservation.

6/27/2014 2:42:34 PM

To check the status of your application, please visit https: universalenroll.dhs.gov or you can also contact UES by phone. For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday. The $85 fee s are non refundable because that is what they use to get the background check. You can contact UES and see what they can do about the situation but I don't know if they will refund you.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. This is similar to the precheck benefits. The main difference that you get with precheck is you can also leave on your jackets, and belts, and you don't have to remove laptops and 3-1-1 bag from carry-on bags.

Good afternoon.

This email is being forwarded to TCC-referrals for appropriate handling. Thank you.

Evelyn Webb

Program Assistant

6/27/2014 4:04:32 PM

Civil Rights Division, TSA-6

From: (b)(6)
Sent: Thursday, June 26, 2014 11:39 PM
To: TSA.civilrights@dhs.gov; tsafll@dhs.gov; gotfeedback@dhs.gov; Reynolds, Anthony Z
Subject: Fwd: Incident at Fort Lauderdale International Airport

As a colleague in the Department of Homeland Security, I am disappointed to have to report an unfortunate situation with one of your TSA officers. I know that 99% of all fellow DHS employees work very hard to gain and foster the public trust. However, as a member of the flying public I believe that the situation must be reported and addressed.

Hello Patricia,

Thank you for getting back to me in regards to my complaint with TSA. I wanted to let you know we were at the airport in the evening for our flight around 9:05PM not in the A.M. per in your notes.

As for the information you requested, here are the following:

We were traveling on United Airlines that day and for our whole trip.

We were in terminal C and leaving on flight UA 393 departing at 9:38pm

There was only 1 open lane at that time, it was to the far left, and we were the only ones in line for TSA at that time.

They were all African American, there was an older man in his 40's scanning what came through on the belt, with a larger woman in her 30's maybe with her hair up who would come over for the bag checks. Across from her was another woman with really short hair to her head with glasses and maybe in her late 40's to early 50's, then there was a short man there who was the one that did the searches on both my son and husband. This is all we can remember so if we are missing information or it's not detailed enough I'm sorry for that, we were a little pressed for time. I want to say that towards the end of all of this and as we were gathering our items getting ready to leave the TSA area a very tall Caucasian man was there at a computer off to the side but wasn't there with any of us or talking to any of u, he came later at the end though.

6/27/2014 4:04:35 PM

We had 8 of us traveling in our party.... 5 adults (2 -65+ as seniors, 1-18 yr old, 2- age 30-45 yr old, and 3 kids age 16, 11, and 4

My son who was searched is 16...so he is not an adult but doesn't fall under your 12 and under child rules however he is still a minor. So I'm not sure what the rules and regulations are for him or that age group through TSA. Do you have a separate rule to follow for this age range?

Please let me know if you need anything else from us.

cell: (b)(6)
e-mail: (b)(6)

From (b)(6)
Sent: Friday, June 27, 2014 3:59 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Legal; Rajdeep Singh; (b)(6)
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger (b)(6) (b)(6) civil rights were violated when he was forced to remove his religiously-mandated turban by the TSA at Chicago O Hare International Airport on June 21, 2014. (b)(6) flew on United Airlines, Flight No. 5702, from Chicago, Illinois to Columbia, South Carolina.

(b)(6) filed a complaint with the TSA and DHS on June 21, 2014 through the FlyRights phone application. We write to provide additional information. Please see attached follow-up complaint and (b)(6) original FlyRights complaint.
Image removed by sender.
Thank you for your attention to this matter!

6/27/2014 6:03:47 PM

Best,
(b)(6)

--
(b)(6)

(b)(6) New York, NY 10004
Phone (Main): HYPERLINK (b)(6)
Facsimile: HYPERLINK (b)(6) Email: HYPERLINK (b)(6)

(b)(6)

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Caller will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldnt. She was left to stand for 45 minutes. She wants to avoid that.

Response:

6/28/2014 1:18:07 PM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

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

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

6/30/2014 2:14:35 PM

an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Advised the caller that if she does not inform the TSO of the metal implants before screening and she alarms then there is a good chance she would undergo additional screening . Advised the caller that no documentation is required just so long as she informs the officer.

Advised the caller email sent.
Disability Description: Caller needs compression socks for burns on his legs.

Response Details: I told the caller I deeply regret what has happened to him and explained how to access redress by going to www.dhs.gov trip and applying for redress. I advised caller once he got his RCN to include it in his flight reservations. I also told him I am making no promises this will stop the four S s. After the caller told me of what happened at DCA on June the 10th I told him I would forward this to DCA for review. I sent claim forms to the caller to seek reimbursement for the socks.

I called the passenger back and provided the DRFI info including where to mail the written complaint.

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

7/2/2014 4:14:21 PM

Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger s property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

	Caller has a complaint with TSA. He says he was treated like a tourist. He says the white TSA agent targeted him. He says he was selected for additional screening before he was at the checkpoint. He got a patdown and the police was called. He says he waited to see if other passengers were selected for random screening and no one else was selected. He says he only had a brown paper bag with his tablet. He says now that this happened after he had gone through the AIT. He says this agent had selected him by looking at him. He was chosen because he was black and he looks ruff. He says had got his ticket and had his ID, they had checked it under the black light, this is where this happened. He was tapped on the shoulder by an agent, he was the only one that had to go with the agent. He says he then went through the AIT and was given a patdown. He is upset that he was chosen for the additional screening.
7/3/2014 9:19:29 AM	Transferred to MB, the call was dropped before I could transfer it.
	Called him back and got a voice mail. I left a message telling him to call us back and provide us with an email address so we can email him some contact information and the needed information he needs to provide in the email. He has to have this in writing to make this a formal complaint.
7/3/2014 1:49:25 PM	Caller felt like the TSO s were rude during her secondary screening and she wants to know if she has been placed on a list. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. 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.
7/6/2014 11:05:38 AM	Feedback Type : Complaint Categories : TSA Pre?™ ; Screening Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) : "Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6) (9) & (b)(6) (12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK – merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA. 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

TSA:

My family travels frequently, so we are no strangers to TSA security procedures.
Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey for AA Flt 324. I anticipated no issues due to the TSA pre-check.

I understand that I am a very conservative practitioner of my faith and my sincere beliefs lead to hassles from time to time. Due to my sincere beliefs, I refuse to pass through an AIT machine. I, as an adult and mother, accept the pat down and test for explosive residue due to this belief. However, I have NEVER before today, had my minor daughter separated from me and threatened with a pat down. My minor daughter is a virgin who has never kissed a boy and who does not have physical examinations by a doctor which include the touching and contact down by a pat down. We dress conservatively. We eat restricted diets and have limited physical contact with non-family members.

My minor children (b)(6) (9) (b)(6) 12) were cleared through the metal detector and separated from us. [Yes, metal detectors are permitted by my sincerely religious beliefs.] I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine.

As previously stated, for religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained (b)(6) was only 15, we had TSA pre-check, and that I was willing to undergo a pat down, but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion.

7/7/2014 8:30:57 AM

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated.

I practice criminal defense law and deal with harsh people and situations. Tears do not come to my eyes easily. Yet, being separated from my children and told that my sincere religious beliefs meant nothing and my family would remain separated brought even me to tears. My 12 year old was quite distressed and managed to crawl push through TSA agents to get the attention of the supervisor. (b)(6) [12] asked when we could be together, I told her I did not know and that TSA won t let (b)(6) through. Fortunately, something touched the heart of one of the TSA agents who then said they should not separate the family, mind you I was sobbing and (b)(6) (b)(6) were visibly distraught at the separation.

It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK -- merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security.

Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the Caller read an article about how TSA is raising their fees from $5 to upwards of $10. He wants to know why this is so and he wants to be directed to the appropriate department. He believes that TSA is a joke and he does not need to be protected. He believes that the 3-1-1 rule is a joke and the AIT unit kills children.

7/7/2014 9:19:32 AM

Advised caller:

We do not have information on TSA security fees on your ticket. The 3-1-1 rule is in response to the threat to aviation posed by liquid explosives. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Caller requested a supervisor.

Disability Description: (b)(6) has a medical condition that causes him to shake uncontrollably.

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

7/7/2014 6:09:05 PM

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

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

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

Incident Details: Caller had a son going through screening son has disability and was embarrassed. His name is (b)(6) and the agent called attention to him and his disability unnecessarily by asking him in a loud voice to stop shaking. His shaking is a part of his disability. This incident occurred at the Pittsburgh international alternative security airside main terminal. A White female officer was the one who asked him to stop shaking while he was at the AIT machine at 4:50 PM today (07 07 2014)

Feedback Type : Security Issue
Categories : Other; Advanced Imaging Technology Current Date/Time : 7/8/2014 1:29:06 PM Airport : SAN - San Diego International Date/Time of Travel : 05/30/2014 Airline & Flight Number : United flight 1732 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) : (b)(6) Comment : RE: Hostile treatment for opting out of Advanced Imaging Technology. Officer (b)(6) on seeing my sister-in-law opting out of a screening, remarked loudly to a co-worker, "What do they think, they're gonna get microwaved?" (Followed by laughter.)

7/8/2014 2:19:32 PM

Going through security is difficult enough. Belittling comments by TSA staff is not helpful.
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

Thank you for the prompt reply, however it does not resolve the issue at hand. I contend what agent (b)(6) did was intentional and with malice I believe the first time he touched my genitals was an error however the second time was most certainly not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agen (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

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

On Jul 6, 2014, at 4:15 PM, HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com wrote:

7/9/2014 8:52:18 AM

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

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

7/10/2014 10:02:14 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/10/2014 8:58:22 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/08/2014 11:25 PM Airline & Flight Number : Turkish Airlines , TK0008 Checkpoint/Area of Airport : TSA Security Screening Area TSA Employee: (If Known) : N/A Comment : I am a US citizen currently residing in Turkey. I visted the US during the period of June 11, 2014 and July 8, 2014 traveling with my family (Father, Mother, Husband, 2 young daughters. In fact my father-age74- was also encountered with events that greatly disappointed us. So he filled out an online complaint form to TSA and my sister in the US has filed a police report on his behalf). Flight details:Departure date/time July 8, 2014 11:25 PM and Boarding gate/time B39/10:30PM. Its been a long time since I visited my country but on my way back to Turkey on July 8, 2014, the TSA security officers really surprised and saddened me with their attitude. They rushed us through the security screening process because they said the gates will close in just a few minutes. We could not understand why they were making us hurry since we had entered the security screening area at about 9:50 PM. In fact, we had reached the boarding gate (B39)by approximately 10:05-10:08 PM. The officers did'nt even look at our boarding pass for boarding time. TSA security officers in general were impolite towards us. I greatly appreciate and support the security measures that are being taken by TSA. However, officers do not need to be discourteous in order to maintain security. The TSA officers that we encountered were not very helpful and could have had better manners. I believe that TSA officers can be courteous while maintaining security for the nations airports and for the traveling public. This is the first time that I have faced such a disappointing situation. While entering the country on June 11, 2014 and during my past travels back to my country the security officers were courteous and helpful and not at all like the security officers I run into during my leave from the US on July 8,2014. My mothers english is not so good and when she was called by a female TSA security officer to be screened during our leave on July 8, my mother saw a different device she had never seen before (the advanced imaging technolgy device) and she wanted to understand what it was and asked the officer "I don't understand" and the officer replied "I don't understand either." Here I would expect the officer to be helpful to my mother by explaining the device since as far as I know the AIT is opptional since alternative screening is available. Or the officer could have at least asked help from the other family members since my mothers english is not so well.
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesnt want them yelling at him saying he has opted out. He says he doesnt want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they dont know what it is.
He is at the checkpoint right now and is requesting assistance.

Told caller
I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today.
I can help him for the returned flight, I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.
The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

7/11/2014 9:35:38 AM

He should ask the supervisor to help him with this today.
I told PreCheck had nothing to do with Wounded Warrior.

The only returned flight information I got was the flight number 1031 on 7-22-14.
He disconnected the call before I could get anything else from him.

He had stated where he was traveling to and from but I did not catch it from him, nor did I have the opportunity to ask again. He was at the checkpoint and unable to provide me the information I needed.

I called him back at 10:06 and left him a message and told him to call us back on the TSA Cares line at 855-787-2227 72 hours before his flight and let us request the assistance to help him with his screening. I told him to let us know what his concerns were and what he needed for us to know to help.

The caller is on the website and she is a pilot for Delta. She flew from DTW to SEA. She stated that she was harassed by a women coming through security. She asked if there is a video that could be reviewed. She stated that she had everything in the bags, and then her bag alarmed. She stated that she had to undergo a patdown.

She asked if she is being singled out as a crew member. She stated that her bags and shoes were sent through several times. She stated that she felt like she was being singled out, because everything was fine until she showed her crew member pass at the checkpoint. She stated that there was a police office at the checkpoint and he stated that he was not sure why she was doing all that screening. She stated that she was flying with her children and she felt boarder line harassed. She asked why she had to go through a patdown. She stated that she cleared the machines. She stated that she does not understand. She asked how she can report the matter. Westin Hotel Checkpoint connected to the airport.

She stated that she swabbed her hands twice, and inspected her baggage. She stated that the TSOs name is (b)(6). She stated that she felt as she was getting talked down to, and would not explained why she was getting a patdown. She stated that she feels as this was out of line. She stated that this took about 10 minutes total.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

7/11/2014 4:06:28 PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: DTW
Destination: SEA
Airline: Delta
Flight number and Time: 2423 @ 8:44 am
Terminal: M
Gate: A54
Date and Time: 07-11-2014 @ 7:30 am

To whom it may concern

I travel through numerous airports throughout the nation and have the security checkpoint down to an art. For the past six years I have been able to hold my wallet over my head while standing in the AIT scanner. When I step out an agent takes my wallet, flips through it, and I'm on my way. This has been the same for 6 years at various US airports for my numerous business flights that I take yearly.

Today at MSP at approximately 1510 hours, I was about to go through Security Checkpoint #2. As I stepped into the scanner a female agent informed me that my wallet would need to go through xray. I stated this has never been an issue, even when I flew out of MSP two weeks ago. After some banter, she had me scanned and then had one agent pat my pant legs (not sure how that and my wallet over my head have anything in common, travel in same jean style and socks consistently) and had another agent come over about my wallet.

7/11/2014 6:04:28 PM

The two male agents that discussed the wallet issue were TSA agents (b)(6) and (b)(6) (b)(6) made three comments. (1) stating that the policy has always been in place that wallets must go through xray. When I stated this is the first time out of countless flights he then stated that it was a (2) recent change to local policy. When I asked how long that was as I was here two weeks ago, he then said it was really because my (3) wallet was too thick.

I have looked on the TSA.gov site and cannot find any information to confirm what TSA agent (b)(6) told me. He did say that all that info could be found on the website. I would greatly appreciate the links or header names of the appropriate sections about his statements. Or consistency between domestic airports and policy of TSA agent protocol.

Thank you.

(b)(6)

Feedback Type : Compliment
Categories : Professionalism/Customer Service; Advanced Imaging Technology Current Date/Time : 7/11/2014 5:45:56 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 07/11/2014 9:15 AM Airline & Flight Number : Alaskan airlines Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/11/2014 6:05:42 PM

Comment : Today while traveling at BOI I proceeded into the body scanner and once done told to wait over to left. I was fine with this but the next part was so completely unacceptable I have reached a breaking point. The rude tsa agent said he needed me to lift up my shirt and stuck his hands in my pants to feel? I was wearing a Tank top and shorts and the thing that triggered the machine was the COTTON STRINGS on the front of my shorts. He conducted this violation of basic civil rights in plain sight of everyone. Such a joke this was 100% sexual harassment and quite frankly am so livid. I've already told our news stations and they are very interested on running the story.
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 yesterday from BWI via MIA to Barbados and in Barbados was pulled to the side for additional screening, she had to have a patdown and is concerned because she has never had issues with the law, etc. Asked if the additional screening is random? Stated she had to go through swiping of shoes, hands, checking her purse, etc.
She states there were SSSS on her ticket and she didn t think anything about it. She flew from BWI to MIA to Barbados without any issues.
Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur.
She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws.
Her father is ill and resides in Barbadoes and that is why she is traveling so often to and from Barbados.
Flies via American and will contact them for additional information.

Response:
Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/14/2014 11:07:40 AM

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

Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

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

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

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

Caller will be flying internationally with a 6 and a 10 year old. They have flown to England and to France on previous flights. Both times her son was selected at random for a patdown. She said that it was very upsetting for him. He is 10 years old. She wanted to know if once a passenger is selected for a patdown if their name goes into a system so that they get a patdown on other flights. She said that when he got the patdown a year ago he was not wanded and they touched his butt. She said that it was right up close and personal. She wanted to know if she would be within her rights to say something about the way it was being conducted. She asked what the TSA procedure is for minors who set off alarms.

I gave the following information: Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened; however, it is the Transportation Security Administration's (TSA) policy that children will never be separated from their parents or accompanying adults.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

7/15/2014 1:29:26 PM

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. If a child
12 years old or younger alarms either AIT or the walk-through metal detector, TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology.

I told her that TSA does not perform screening in foreign countries and I can not provide information on their procedure or give her advise on what she can do in a foreign country.
I told her that TSA does not put passengers who receive a patdown on a list to get patdowns on upcoming flights.

Caller wants to file a complaint. She is at PHX right now. She said she went through security around 12:00 or 12:15. She was at checkpoint #7 and the TSA officers name was (b)(6). She said she was extremely rude. She could have got her information across without being so loud and rude. Caller said the tone of the officer was was rude and condescending. Caller said she opted out of the AIT and wanted the Patdown. She said she told (b)(6) she was ok with the Patdown. Caller said she told (b)(6) there is no reason to be rude. (b)(6) offered to get her Supervisor and the caller said she was hateful about that. She said she listened for (b)(6) tone with other people after that and it was different. She said the Supervisor came and she was awesome. Caller told the Supervisor she was great. Caller said she was just asking questions and the screener was rude and hateful. Caller said there are many incredible TSA people and there is no need for some to be rude. She said she appreciates the job they do.

7/15/2014 3:47:23 PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 15th, 2014 Went through security between 12:00 and 12:15 p.m.
Gate or Terminal: Checkpoint #7 Terminal C
Airline: Southwest
Flight Number: 2141
Airport: PHX
Email: (b)(6)
Caller always opts out of the AIT machine when he flies and always gets additionally screened, which he has no problem with. But on a recent flight an officer hassled him for opting out. He wants to know if he has the right to opt out with out hassle because he does not think it is right. The caller went on for a while about the same story. Then he asked if he is restricted on the amount of LGAs in checked luggage.

7/15/2014 6:34:50 PM

Advised caller:

Signs are posted in front of each AIT location advising passengers of the right to opt out. Additional screening is also required for opting out. You can always ask for a supervisor if this happens again.

TSA does not limit the amount of liquids, gels, and aerosols that may be placed in checked baggage

7/15/2014 8:14:47 PM

to whom it may concern,

as a stage 4 cancer survivor who has undergone several abdominal surgeries in the past and for which I am supposed to wear an abdominal binder (to support my abdomen) I have to express my surprise after it so happened that when passing an Advanced Imaging Technology (AIT) screening device, the agent saw a shadow , felt the binder when doing the pad down procedure and I was immediately requested to remove it without being offered any private area where to do so.
I do have no problem to take off the binder and have it run through the metal detector, however I have a problem when I have to do it right in the secluded (and open) zone behind the AIT scanner.
Being not allowed to lift anything heavier than 5 lbs without wearing the supporting binder, I was stuck at the end of the scanning line where to collect your luggage. Do I collect mu stuff and risk that my surgery wounds might rip open or do I expose my upper body o put on the binder ?

it so happened on July 14, 2014 at Newark (EWR) airport security checkpoint C1 at 6:45 PM.

Again, I have no problem taking it off for a screening, but NOT in public !

Respectfully
(b)(6)

Disability Description: Caller s mother (b)(6) has a hip replacement and has a complaint.

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

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

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

Your complaint is missing one or more of the above listed requirements. In order for us to appropriately handle your complaint, we request that you review your correspondence to ensure that it contains all of the above information.

7/16/2014 1:22:03 PM

Please note that 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.

Once you have confirmed your information, you may file your complaint electronically by sending an e-mail to: TSA-CRL@tsa.dhs.gov. Please be sure to place D-RFI in the subject line to allow for proper handling.

Advised caller I would forward this information to the CSM at San Antonio and to our ODPO specialists.

Emailed D-RFI to callers mother s email.

Incident Details: Callers mom flew from San Antonio to D.C last week. She flew with her two daughters, one of whom is blind. The mother was in a wheelchair from a recent hip surgery. When she went through the checkpoint they were telling her what she needed to do and she told them to give her time. They took her cane and replaced it with a wooden one. Her mother left her cell phone in her pocket ant the AIT picked it up and an agent also told her mother that she had something else in her rear pocket. Callers mother was trying to explain to the TSO that she had recently had surgery and that was what the machine was piccking up. The TSO kept telling her that she could either get checked out there or go into a room. While her mother and the agent were discussing whether or not she had another item in her pocket, her daughter approached to see what was going on and the agent slapped her on the forehead and told her to back away. After that the mother told her to go ahead and check her to see where she had nothing there. At that point the agent slapped her mother on the hip, the one that was operated on, twice.

Caller stated that she traveled from ATL and she had to go through additional screening. Caller said that she was traveling with med fast and she declared it. She stated that she has traveled with it before and it has never been a issue and she has never had to undergo additonal screening. Caller said that she had to get a patdown and ETD sampling of the gloves.

Resolution:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/17/2014 12:07:56 PM

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

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Advised caller it sounded like she was just pulled aside for additional screening and it wasn't related to the med fast. Caller said that the screening in ATL is always more strict. She said that they traveled from their previously and the officer was rude to her husband.

Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the CSM at that location.

Caller said that she had an uncomfortable event with TSA on July 10, 2014 at the Medford, OR airport at 6:40 pm. She was selected for PreCheck. She had 8 - 5 8 gram containers of essential oil. She asked for the essential oil to be hand inspected. She said that she did not set off an alarm, however, she was given a patdown. She wanted to know if all passenger who ask for a hand inspection of essential oils are given a patdown. She said that three other people who had essential oils were not given a patdown. She asked who makes the decision as to whether or not a person gets a patdown. She wanted to know how that decision is reached. She asked what they are trained to do. She wanted to know how to avoid getting a patdown. She said that she has gotten a patdown many times in the past. The person who performed her patdown was (b)(6) . She said that she was very aggressive. She stated that she bounced her hand into her crotch twice and she touched her breast and her bottom. She said that she was molested as a child and when she got on the plane she had a PTSD event. She asked for a supervisor to make a complaint after the patdown and the supervisor was the person who did her patdown. She stated that she was touched excessively and it was very uncomfortable. All of the items in her purse where checked and things were unwound and they were not put back the way she had them. She uses the essential oils in her business and for her health. She flew on Alaska Airlines flight 2090G. She wanted to know how to give feedback about the making rules for TSA.

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

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

7/18/2014 10:42:38 AM

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

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.
If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.
I advised her that the screener makes the decision as to whether or not a passenger will get a patdown. I told her that I do now know how they reach that decision or what they are told in training to base the decision on.

I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

Disability Description: Callers grandson (b)(6) is a type one diabetic. He is three years old. He has an insulin pump and a CGM . He has two needles in his thigh. He lives in Baltimore. His daughter and grandson will be flying on August 16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

Information Request: He asked if I think that she should file a complaint. He said to give him the information on filing a complaint and he will give it to his daughter in the event that she decides to file a complaint. He wanted to know what she can do to avoid this in the future. He asked if they will give a baby a patdown. He wanted to know when they should request a PSS.

Response Details: TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger s insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger s hands. If explosive material is detected, the passenger will need to have additional screening. .

7/18/2014 2:17:09 PM

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

The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
The passenger may ask for a chair to sit in if needed.
The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The caller was informed by a TSO supervisor that the only medical exception for the AIT was a pacemaker. She refused to allow him to opt out, and he requested the contact information for the CSM. He also wanted to know if this information was correct.

Advised Caller:

7/18/2014 3:41:02 PM

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

I provided the contact information for the CSM

Name: (b)(6)
Phone:

Sending from the Bounce Back due to the nature of the complaint. Discussed with Supervisor. (b)(6)

From: (b)(6)
Sent: Sunday, July 20, 2014 7:23 PM
To: TCC Do Not Reply
Subject: Re: In Response to your inquiry.

7/21/2014 8:27:07 AM

After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

On Saturday, July 19, 2014 9:35 AM, "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com> wrote:

7/21/2014 12:32:59 PM

Caller states that he just recently flew form Hawaii to Vancouver Canada and wants to know if TSA Locks are still authorized by TSA and advised him that they were. He also wants to know if Canada Customs will inspect his luggage. Told him that I do not know if they will, but assume that they would since any international flights are usually inspected by Custom in the US so I could only assume that Canada would do the same. He states that the lock was missing as well as the zipper loop on his luggage was also damaged. He states that there was a NOI inside his luggage. Asked the caller if he would like to file a claim and he stated that he would not. He wants to know why his luggage was inspected.

Gave the caller the following info:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Gave the caller the following info:
Advised the caller that TSA approved locks are still authorized to be used.

7/22/2014 8:46:48 AM

Caller wants to report a problem he had with a TSO officer at FLL. He flew from DEN to FLL to New York, and had to go through security again at FLL because of the configuration of the gates. He went through the AIT and had to go through twice. A young lady TSO asked if anything in his pockets, 3 times and he told her nothing and she informed him he had to be searched. When the TSO (b)(6) came to search him again asked him if he had anything in his pockets a second time. Caller told TSO (b)(6) this was the 4th time he was asked and TSO (b)(6) told the passenger to shut up. TSO (b)(6) told another officer to take the passenger to the back for the search and he wasn t doing the search. Caller asked for a supervisor and for the badge number and name of the initial TSO (b)(6). Caller informed Supv. (b)(6) of what occurred and she told him she would have to view the cameras. (b)(6) provided a card and told him to contact the TCC.
He was flying via Spirit and the incident took place at Terminal H, his flight departed approx. 7AM from FLL and arrived in NY at approx. 10AM at LGA.

Response:
Apologized to caller for the incident and advised information will be provided to the CSM at FLL for review.
Explained if additional information is required he may be contacted via email.

Feedback Type : Civil Rights/Liberties
Categories : Sex
Current Date/Time : 7/22/2014 9:58:32 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/27/2014 4:05 PM Airline & Flight Number : Delta 2065 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was mocked for my gender identity after I had gone through the full body security scanner (Advanced Imaging Technology). Frankly, this is not the only time I have faced this issue with TSA, but this encounter was definitely the worst. Every time I go through security, the officers read me as one gender (male), but because I have not had surgery yet (I am female bodied), my chest comes up as an anomaly on the screen. At best, it's an awkward misunderstanding, at worst, it's full blown humiliation (like at JFK).

7/22/2014 12:05:22 PM

I understand that the AIT is meant to help increase security measures, but it is starting to give me great anxiety even though I am a law abiding citizen that has never had any issue with TSA in the past. I know other transgender people have had the same issue, to the point where (b)(6) published an article about this problem.

All I am asking is to get permission to use the metal detectors (that are still set up in just about every airport) in lieu of of the AIT. I see some people are still able to go through the metal detectors, but I always seem to unluckily get selected to go through the AIT. As I said, I have never had a significant issue with the TSA before. I am willing to be fingerprinted and provide a letter from my physician as a form of proof of my gender transition. Anything to be able to avoid going through the AIT system because I am not sure how much longer I can tolerate the harassment I face from TSA employees.

I look forward to your response.
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 a severe neck injury and had a failure to accommodate incident at a screening check point at BOS.

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

7/22/2014 4:53:58 PM

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:
I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

7/23/2014 1:38:35 PM

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO
DATE OF TRAVEL: 07-22-14
AIRLINE: United Airlines
FLIGHT NUMBER: 1471
NOI PRESENT: NO
TERMINAL OR GATE: Gate 81 at 1500
CONTACT: (b)(6)

Caller says she flew from Dulles to Clarksburg WVA. She flew with an infant in a stroller.
She couldn t go through the AIT with the baby. They rubbed something on her hands and she tested positive.
She asked the supervisor to contact the airline to let them know she was on her way since she was being held up for an apparent positive result from explosive detection. The supervisor had total disregard toward her for being late.
She says the supervisor laughed at her and ridiculed her and was not professional.
They didn t put anything back appropriately in her carry on after they did secondary screening on her bag.

This lady is very upset that the supervisor did not contact the gate.

The supervisor was black, she states.

7/23/2014 2:23:31 PM

Airport: IAD
Airline: United
Flight: 4063
Baggage: N a
NOI: N a
Date and Time: July 23 at 12:15PM
Gate or Terminal: She flew out of gate A3F.
Email: (b)(6)

Caller Advised:
I told her I would forward her complaint on the supervisor to the Customer Support Manager at the airport she flew from so they could resolve it. She kept repeating that she wanted a formal apology from this individual so that the situation is resolved.

She asked for the number for the individual I was forwarding the information to and I gave it to her. (b)(6) Name is (b)(6)

Caller had received precheck before he travels from Orlando every couple months he is frequent flyer with Southwest the last time he traveled he did not received expedited screening he was told it was random.He is 74 year old and like the convenience.

Response

Frequent flyers who are eligible for TSA Pre\u2713™ with their airline are limited to participation with that one airline. However, frequent flyers may be interested in applying for TSA Pre\u2713™ eligibility through a DHS trusted traveler program such as the TSA Pre\u2713™ application program or Global Entry.

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 for 5 years and with Global entry for $100 for five years.

7/25/2014 8:22:01 AM

Passengers 75 and older can:

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.

http://www.tsa.gov/traveler-information/screening-passengers-75-and-older

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

The caller is handicapped and cannot walk no more than 25 yards. He flew in March of this year he went through LAS to MSP to Mayo clinic and was operated on. He then flew back from MSP to ATL to LIT. He is 82 years old and a retired teacher as well as a former member of the armed forces with 2 honorable charges. The caller states that when he went through ATL the first of April he had wheelchair assistance and went through screening. The caller states that he had to be screened twice and the officers would not let him use his own cane but gave him one of there canes to use. The caller had to take off his shoes and socks which the officers removed for him. The caller states that the nasty looking people behind him did not have to go through the same screening as he did. The caller states that because he had an alarm and had to be patted down. His wheelchair attendant told the officers that he was going to miss his flight. The caller states that the officers were rude and gave no explanation as to why he was being screened again. The attendant ran through the airport and he barley made his flight. The caller now has to fly back to Mayo Clinic and he is fed up with being screened. The caller wants to know why he is being treated this way. The caller states that the officers in ATL were the rudest and most ill mannered people he has ever seen in his life. The caller is going to be traveling a lot and wants to know how to apply for precheck. He is flying on august 16th at 1:30pm with Delta. The caller thinks that the officers are profiling him because he is Middle Eastern and disabled. He will call every national news station that there is if he has to go through this type of screening again. The caller does not believe in computers and thinks the black box is the devil and ways of getting child pornography and peoples information. The caller thinks that the TSA officers are bullies. The caller thinks he was discriminated against partially because he is disabled. The caller wants to know where the enrollment center is in Las Vegas.

I advised the caller that the reason that he had to be screened was to alarm resolution.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

7/25/2014 2:49:38 PM

The most familiar of TSA's risk-based initiatives, TSA Precheck allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Precheck lane and who are 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.

UES Enrollment Center
2080 East Flamingo Road
Ste 302
Las Vegas, NV 89119-5180

Hours:

Monday - Friday: 9:00 AM - 5:00 PM

I advised the caller to contact the morph) Precheck Universal Enrollment Call Center 1 ([855] 347-8371 for information on what documents are required and to set an appointment.

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn t even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn t think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn t want any information on filing a written complaint. She doesn t want to provide the information to file a complaint.

Advised:

Passengers who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

7/26/2014 1:59:36 PM

• The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
• The TSO conducting the patdown will be the same gender as the passenger.
• The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
• The passenger may ask for a chair to sit in if needed.
• The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

Caller said he and his Wife are PreCheck direct with TSA and she gets it but he has never been able to get it.
He stated the Airline and TSA each blame it on the other.
He said eventually he was told to call back within 48 hours of a flight. He has been trying to access Pre for 6 months on flights booked after he had the KTN.

RESPONSE:

Told I am sorry he is having issues with his PreCheck.

TSA Preü™ Application Program
****

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US Citizen

7/29/2014 4:31:44 PM

2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes

3. Have you received TSA Pre?™ in the past? NO

4. Do know your Known Traveler Number (KTN)? Yes He received it by letter.
Your KTN is 9-digits and starts with TT followed by 7 characters.

5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use?
a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online TSA Preü™ application program account
b. If any of this information is not an exact match, you may be precluded from TSA Pre?™ consideration.

Yes Everything is a match and he has stood at Airline counters trying to get a resolution.

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
If you have an online profile with one of these sites, you should log in to ensure that the information stored is an exact match to the information in your TSA profile.

NOTICE:

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

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

CONTACT INFORMATION:
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

7/29/2014 6:24:55 PM

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

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

Which U.S. airport were you traveling through?
Miami International Airport
Caller is calling to say that the Philadelphia security screening was purposely inconvenient. She took a water bottle through the security checkpoint and she forgot to empty it like she usually does. She surrendered the water bottle and they threw it away. The people there were rude to her and she is in tears after the way they treated her at the checkpoint. She opted out of the AIT for health reasons and they were rude and she had to wait about 5-8 minutes for someone to help her. They didn t acknowledge her and they didn t make eye contact and they wre dismissive. They were being rude and passive aggressive. She asked the supervisor whose name was (b)(6) why she couldn t get any information about why the airport does things the way they do. He wouldn t give her information and he was very difficult to understand why specific airports do things differently compared to what Philadelphia does. He made it seem like it was her fault. He said you are making people upset. He was abrasive and not helpful and not able to interact on a customer service level.

7/29/2014 7:29:05 PM

Advised:

I will forward this information to the CSM at Philadelphia for review and investigation.

Airport where the incident occurred:
Airline: United
Flight numbers: Unknown
Date and time of incident: July 29 2014, 725 pm
Individual s contact information email:
(b)(6)

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

7/30/2014 12:20:05 PM

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps.Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

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

7/30/2014 1:15:38 PM

• The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
• The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
• The passenger may ask for a chair to sit in if needed.
• The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

Feedback Type : Compliment
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 7/31/2014 1:20:39 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/31/2014 8:25:28 AM

Comment : The Patdown and the advance imaging technology is very humiliating and uncomfortable situation for many passengers like me. It's not a nice feeling that a stranger come to you and touch you. We feel like we are at the Doctor Office or we feel like criminal, many people are very sensitive about this especially because it's preformed in front of many audience travelers, including our family. Nobody really have the courage or time to ask for Private Room for Pat down especially if you travel with little children.
The TSA agents at the Lax Airport are very tough, never smile or greet. They preform pat down almost for anybody that pass the Advance Imaging Technology.
I would really would like to understand Why you don't make this process more enjoyable and less stress? Why you don't used the same Security Check Out Manners/ process like at the Israeli international airport?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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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:

7/31/2014 8:25:51 AM

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

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

Which U.S. airport were you traveling through?

Sirs –

Your response is downright RUDE and DISCOURTEOUS!

I take the time to bring a specific situation to your attention with the hope someone at TSA may be concerned sufficiently to research the situation and initiate corrective measures.

AND YOU SEND ME A FORM LETTER RESPONSE?
I don't need a class on how to use the PreCheck service, I know how the program works.

Your TSA staff did not respond to my questions correctly and they directed me to the wrong check-in line. How does this change if YOU DON'T LISTEN?

There is not one reference in your correspondence to the situation I relayed in my correspondence.
Your response is a clear indication that YOU DON'T CARE and NOTHING WILL IMPROVE!

7/31/2014 10:16:39 AM

You can't hide lousy service and operations behind the veil of protecting us!

LISTEN to what people are telling you!

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

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Wednesday, July 30, 2014 3:09 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

Please read this: I DO have a Global ID through Homeland Security which is my point!

Sent from my iPhone

Begin forwarded message:

From: "HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com" <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>
Date: July 31, 2014 at 9:43:45 AM PDT
To: (b)(6)
Subject: In Response to your inquiry.

7/31/2014 2:13:11 PM

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports when traveling on any participating U.S. airline.
Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about *what are you doing on the list?* So he flet that it was important to call us. This was the first and only occurance.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is

8/1/2014 10:29:15 AM

considered detrimental to the security of transportation.
Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

TSA TCC:
CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----
From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/1/2014 2:21:52 PM

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

Are you 18 or over? yes
Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

Advised caller:

8/1/2014 8:00:21 PM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. TSA regrets if this was not your experience. They are used to resolve alarms when anomalies are discovered through Advanced Imaging Technology (AIT) screening, At any time during the screening process, passengers may request a private screening. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Airport: John wayne airport
Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07 25 2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

TSA complaint:

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

8/1/2014 8:04:28 PM

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

8/1/2014 10:23:17 PM

Caller received an email from (b)(6) and has a case number (b)(6) from United Airlines. She was in line at security at Reagan and the lady you show your ticket to was nice. She went through and put her things on the belt and her papers got caught on the belt. The TSO was very rude and told her not to worry about it. She told her it was her boarding ticket and she needed to get it. She hasn t flown in 15 years and didn t know the procedures so she just walked through the AIT and came out on the other side. The TSO was yelling at her and she didn t understand what she was saying because of her accent. She told her she didn t have be rude. She went back into the AIT and she told her to put her hands back up she was being aggressive. She didn t know she had to keep her hands up and she didn t keep them up. The TSO told her to put them up again. After she went through she wanted to make a complaint. She was an African American with short little twisted hair, about 5 7. The caller is 5 4, long hair, African American, dark black hair and she was wearing pants.

Airport where the incident occurred: Reagan Airport
Airline: United
Flight numbers: 1657
Date and time of incident: July 7 2014, 0700 am
Individual s contact information email
(b)(6)
The caller s son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

8/4/2014 5:00:10 PM

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

Caller has been going through the TSA precheck and all of the sudden she cant get through anymore. She stated that she was 79 years old and everyone including Delta is saying she needs a Known Number. She said she is a member of GE already. She just wants to know what to do. She was talking the middle name being different on her GE and passport than it was on her Drivers license and Delta profile. She said she would use the passport and get a new updated ID.

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

8/5/2014 5:39:32 PM

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Told the caller if she is a GE member she is already eligible for precheck. Explained that her GE pass ID is a 9 digit number starting with a 98 on the back of her GE card. That number needs to be entered in the KTN field of each reservation. She also needs to make sure her full name DOB and gender matches her GE information exactly. Told the caller that GE is for domestic travel and has other incentives for international travel. Explained she needs to make sure all of her personal information matches so her precheck will work. If she already has a booked flight she can contact Delta, and have them update her middle name add her GE number to the KTN field of the reservation and resubmit the reservation TSA.

Disability Description: The caller has metal implants.

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/6/2014 3:38:29 PM

TSA accepts e-mails as being signed.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

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

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

Advised caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/6/2014 9:41:29 PM

Advised caller of DHS Trip

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

The caller is an 88 year old World War Two veteran, and has a large metal rod located in his leg. At the ORD security checkpoint, he was attempting to pass through the checkpoint in a wheelchair. He informed the officer of his metal implant, but was made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (b)(6) and verified that this occured as well.

On the return flight from DCA, (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(b)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.
Departure Airport: ORD
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

8/9/2014 9:53:33 AM

Date and Time of Flight: August 5, 2014; Not Provided.
Departure Airport: DCA
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-

Hello all -

Please see the pasted question and response below. I had asked a direct question of if airline Crewmembers not in uniform are required boarding passes, and the response only spoke of screening, and nothing of if boarding passes are required for airline crew not in uniform.

Please answer the question. Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

Hello all -

8/9/2014 1:28:52 PM

I'm a 20 year airline veteran who chooses to commute to domicile. As a result I position on Jumpseats approximately 100 times a year. During my commutes I choose to wear plain clothes. While I can't pass through the known crew member line in plain clothes it's still my preference to not wear the uniform when not on active duty.

Every once in a blue moon (literally once out of 100 times) I'll run into a TSA staffer who insists I have a boarding pass to get through security. The other 99 out of 100 times I show my Crew credential and can pass. It's a massive inconvenience when it happens, as I often don't have a reservation (commuters are in CASS, and we get our papers at the gate from the gate agent). The ticket counter folks are usually confused too when I tell them the TSA won't let me pass without a boarding pass. Many counter agents these days are not gate trained, and can't even perform the functions to create the paperwork.

My question is what is the TSA policy on airline jumpseating in plain clothes? Are those commuting Crewmembers required to have a boarding pass? Who at the TSA is right? The 99 who let me pass without, or the one who wont let me pass?

Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

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.

The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

8/9/2014 3:33:42 PM

Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, August 09, 2014 7:14 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8 9 2014 7:14:13 PM

Attachment:

8/10/2014 9:32:10 AM

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8 9 2014 7:14:13 PM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

8/10/2014 1:06:32 PM

Feedback Type : Security Issue
Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 8/10/2014 11:40:32 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : delta Checkpoint/Area of Airport : T terminal TSA Employee: (If Known) :
Comment : Because I was under age I did not go through the Advanced Imaging Technology. I just went through a metal detector. If I had drugs on me it would not have been found 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 stated that she wants to file a claim for 2 things. Caller stated that her zipper was smashed on her luggage. She also had one of her bags inspected and a container was smashed. she did have a NOI. Caller said that she traveled from MCO.

Resolution:

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

8/11/2014 10:33:28 AM

Caller said that her and her husband are older than 70 that he is 80. When they traveled she had pre check on her boarding pass and he did not. She has not opted in for anything.

Advise caller as trusted passengers you can be randomly selected to access the line.

There are also new screening procedures in process for passengers who are over the age of 75.

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

8/12/2014 11:26:26 AM

Caller complained about a TSO at MCO yesterday, 08 12 14, about 5:30 PM.
Passenger forgot to take the cell phone out of her pocket and when the AIT went off, the TSO screamed at her to get back to the machine.She lost keys and money because she had to be screened twice and the bin with her items was out of her sight. She walked back to the screening checkpoint to retrieve the items but they were gone; she called the lost and found and left a message.
The check point was at Gate 47 on United. She does not recall the name of the TSO but she said he was screaming at the passengers to keep the line moving.

Response
I apologized to the caller for the bad experience and told her I was sending her complaint to the CSM.

8/12/2014 12:36:30 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 8/12/2014 10:34:43 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/12/2014 8:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Wheelchair/Stroller Checkpoint TSA Employee: (If Known) :
Comment : This morning, I was traveling with my father and he was in a airport wheelchair. We explained to the TSA agents that my father could not go through the AIT machine because of his medical devices. The AIT machine interferes my father's sensor and transmitter and causes it to misread his actual blood glucose levels. He requested a pat down. That was agreed upon and when I went through the AIT, I looked back and the TSA agent was standing my father up without his can. He went through the AIT machine and nearly fell over because he cannot stand steady barefooted without some sort of aid. All of our requests were ignored. If there was something else that we were meant to do, then we would have to avoid all of this. On our first flight out of New York, he was given a thorough pat down. Thank you for your attention to this matter.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hi,
I need to file a complaint about a situation that occurred during my TSA screening at PWM today. Please let me know if this is not the correct email to send this to. Around 11:30 this morning, my husband and I entered the screening area at the Portland, Maine airport. I am three and a half months pregnant and have been instructed by my doctor to opt out from the screening machine and to have the pat down. There were two other women waiting for the pat down while they found a female agent to do it, so the TSA person had no place for me to wait. So I was basically blocking the line going to the screening machine. After about 20 minutes of waiting, one of the TSA agents (the one monitoring the circular screening machine) asked me again why it was that I wanted to opt out. I told him because I was pregnant. He proceeded to argue with me and insist that was not a reason to opt out. That the machine didn't have any radiation and was perfectly safe and that I should just go through it. This was even after I told him my doctor told me to not do it. The only thing that made him stop harassing and berating me was that I said that every website you read says to opt out because it's safer for the pregnancy. I do not understand why I was given such a hard time over this. Not to mention, he did this in a very public place, with no respect for my right to privacy regarding my medical condition. It's my understanding that this is a common reason to opt out and that anyone can opt out for any reason if they are uncomfortable with going through the machine. I did not get this agent's name, but he was an older white man with glasses and white hair who was manning the only open circular screening machine from 11:30 to noon today (Aug 13).

8/13/2014 3:29:17 PM

Also, I should mention that while I was waiting a full 30 minutes for a female TSA agent to be available, the agent manning the bag xray machine was complaining about my things (which included a laptop sitting open in a tub per TSA rules) being uncollected and taking up space at the end of the line. By the time I was finally patted down, my belongings that had gone through the bag xray machine were laying on the floor, partially in the walkway of the people coming out of the circular screening machine! My shoes and jacket had been taken out of the tub they were in and were being stepped on and tripped over by passengers!!

Please contact me if you need more information regarding this unprofessional, poor TSA experience. I hope that this email will serve to help no one go through the same thing.

(b)(6) (cell)

HYPERLINK (b)(6) src=Android"Sent from Yahoo Mail on Android

Caller said he is filing a complaint against a TSA agent, Officer (b)(6). at LAX at the security checkpoint. He said he was at the security checkpoint yesterday and there were 2 aisles and one is the ait machine and the other is a gate with the door and yesterday they were passing through both sides. He said today he asked which one do I go through and Officer (b)(6) ignored him when he asked him 5 times. He said he asked the other passenger if he was asleep and the Officer said apparently not. He said the Officer told him it said not to go through it and he said the Officer did not want to answer him. He said the Officer stood like a mannequin and would not answer him and did not like his question. He asked the Officer s name and the Officer asked hm why and he said he was rude and that he was going to report him. He said the Officer did not want to give him his name and he looked at his badge for his name. He said he was polite to the Officer and to everyone else. He said he reported him to his supervisor, Officer (b)(6) and he said he is still at security. He said he wants to make sure that it actually gets back to Officer (b)(6) and it was unfounded and it needs to be acknowledged. He said he was friendly even though they took some liquid from him. He said it is not a good job for the Officer if he does not want to deal with people. He asked will someone contact him about this.

Complaint:CSM
Claims Screener Rudeness Complaint

Airport:LAX
Airline: Delta
Flight Number:unknown
Departure Time: 08-13-14 at 3:15 pm
Arrival Airport and Time:Kona at 8:30 or 9 pm local time
Location: security checkpoint
Terminal: 6
Gate:68
Contact Information: (b)(6) or (b)(6)

8/13/2014 6:36:24 PM

I advised him that I will refer this to the CSM. I advised him that I dont know if he will be contacted but this will be addressed.

Response:Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Caller comes on the line asking me what a pedophile is? I did not answer she starts screaming profanities at me, calling me personally vulgar names and continued throughout the conversation. I warned caller several times to stop cursing at me. She states she went through screening at LAX and she was screened separately from her 14 year old daughter. She screamed pedophiles look at young girls and she said tsa is no different. TSA officers were watching her daughter buck naked on the screen.

8/13/2014 8:06:07 PM

All AIT units deployed at airports are outfitted with software designed to enhance passenger privacy by eliminating passenger-specific images. AIT uses generic outlines of passengers to auto-detect potential threats and highlight their location.

Caller said i know you are just reading that, and she continued ranting and cursing and would not stop, I could not get her to stop long enough to listen to me, I was instructed to disconnect the call by (b)(6) I disconnected call.

I sent in my complaint already and received a robo-reply (see below). Can you please connect me with the Customer Support Manager that my complaint was forwarded to?

Thank-you (b)(6)

...

On Saturday, August 9, 2014 10:45 AM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

8/13/2014 9:13:43 PM

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

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Caller wants to know what is the required procedure was for someone to go through security screening? He understands they put the hand carry luggage in the bin and xray it. He wants to know the screening procedure for shoes. He says he lives in Knoxville and he can leave on his shoes there but in FLL he had to remove his shoes. He said he challenged the officer about taking off his shoes. He took off his shoes and they gave his feet a padown. He feels this is a waste of his tax dollars. He wants to know why he doesnt have to remove his shoes in Knoxville and he does in FLL. He is 78 years old. He has had a hip replacement as well as others and he has a pacemaker, he is ok with the patdown but thinks he should not have to remove his shoes and have a patdown of his feet.

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

8/14/2014 12:05:43 PM

The officer has several layers of screening they can do. So one may allow him to leave on his shoes but when you get a patdown you are subject to additional screening that could include removing his shoes.

Escalation Notes (b)(6)

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

I provided the number to CSM to FLL 954-308-5529

Disability Description: Caller is calling on behalf of a patient, (b)(6) who receives chemo therapy via a port.

Information Request: She indicated that she would like to request for assistance for the passenger.

Response Details: you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

8/14/2014 3:01:06 PM

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

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

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for

I do not understand.
I paid for precheck tsa
Why wasnt it on my boarding pass.

(b)(6)

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 15, 2014 at 5:10:04 PM EDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

8/15/2014 8:18:24 PM

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/17/2014 11:14:51 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/16/2014 5:00 PM Airline & Flight Number : DL Checkpoint/Area of Airport : F Terminal TSA Employee: (If Known) : NA
Comment : There is no precheck in the international arrival yet there are WTMD. If you want precheck you have to exit and go up stairs to the general entry point.

8/17/2014 1:14:35 PM

Those passengers with precheck should be able to have std. baggage screening but utilize the WTMD and NOT the AIT or op-out. With the number of TSO standing around it would seem this would be easy to implement. While a partial pre-check it would go a long ways.

I have seem other airports do the same and it worked quite well. Actually they did a full precheck ad they could handle the baggage aspects 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

Disability Description: Caller has diabetes and wears an insulin pump.

Response Details: Advised caller that she is not required to go through the AIT with the insulin pump. She can disconnect and let the officers visually inspect this while she goes through AIT or she can opt out and receive a patdown. She does have this right. Advised caller that as far as officers encouraging her to use this and saying that others use this machine, their pumps may not be the same as her pump, so if her manufacturer says no, then she should not use this.

Advised caller that I will send her some information on filing a formal complaint.

Also, I will forward this to the disability branch to let them know of this as well.

8/17/2014 1:20:48 PM

I will also email her some information regarding her options when flying with this insulin pump.

I called her at 1:57 p.m. and advised her that if she ever has any problems in the future, request a PSS.

Sent email.

Incident Details: The manufacturer told her that this cannot go through the body scanner. She says that every time she flies she has difficulty with this. She wants to know the guidelines for going through security with this. She says that she has just gone through security in DTW and 7 agents were arguing with her saying that she can go through the body scanner. They were telling her that people do it all of the time.

Caller said she had 2 issues LAX TSA may want to be aware of.
Yesterday she and her husband flew from LAX and unknowingly had a blender like the Bullet with the blades with sharp metal spikes about 2 inches long in her carry on because her husband helped her pack and had placed it in the bag.
The blender blades was not detected even after the bag was sent back through the equipment a second time but a bottle of water in the same bag and it was discovered. She feels it was a security issue since you could ram the blade into someone s head but yet they worried about the water.
She also warned them her Love bracelet (a bracelet that can only be removed with a special tool) might set off the detector and they had her to go on through and it did not set off the detectors. She normally has the AIT because of the bracelet always sets off the metal detector. It concerns her because it did not.

RESPONSE:

Thanked her for calling and advised I will send her concerns to the CSM at LAX. You may or may not be contacted but the Customer Support Manager will be aware of your concerns.

CSM Referral Information:

8/18/2014 2:40:10 PM

Airport: LAX

Airline: United

Flight #: 368

Date: 8-18-14

Departure time: 1:19 PM (She was at the checkpoint between 12:30 and 1 PM)

Description of carry on bag: A black and white double handled tote.

Specific location - Terminal or Gate: Gate 70-A

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

EMail (b)(6)

Caller wants to know how to get a precheck number. He is over 75 and a preferred flyer with Southwest. He didn t sign up for it. He was getting TSA precheck and knew it was random but about 3 months ago his wife became a companion and she would get it and he would never get it. They fly out of Hobby. Is precheck the same as Clear? Caller is complaining about having to take his belt off and it doesn t have any metal in it. If he doesn t take his belt off can he refuse?

Advised:

How did you sign up?

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

8/19/2014 3:23:11 PM

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

If you didn t sign up for it then you are being randomly selected for it. You may never get it again. I don t know what Clear is.

If you want to get it on a regular basis you can go on our website and complete the application and visit an enrollment center to pay the $85 fee, get fingerprinted, have a background investigation completed and have an interview. Once approved you would receive a letter in 2-3 weeks with a KTN number assigned to you. You would enter that number on your reservations to qualify for precheck.

The belt may have had to be removed to make sure a passenger isn t carrying any prohibited items. If you refuse to remove the belt you won t be allowed to go through the security checkpoint.

Hello all -

Below please see pasted an email exchange that began in excess of seven days ago. The last I had heard the question was being forwarded to the appropriate office, but I haven't heard back. I would not have thought this was such a tough question regarding TSA policy towards commuting airline crewmembers not in uniform.

Please answer when you can.

Anonymous Commuting Airline Employee

Hello all -

8/20/2014 8:48:19 AM

Please see the pasted question and response below. I had asked a direct question of if airline Crewmembers not in uniform are required boarding passes, and the response only spoke of screening, and nothing of if boarding passes are required for airline crew not in uniform.

Please answer the question. Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

Hello all -

I'm a 20 year airline veteran who chooses to commute to domicile. As a result I position on Jumpseats approximately 100 times a year. During my commutes I choose to wear plain clothes. While I can't pass through the known crew member line in plain clothes it's still my preference to not wear the uniform when not

Caller is calling to make a complaint in regards to her screening at the Phoenix Sky Harbor airport. She felt she was judged and made to go through a separate way at the checkpoint. She felt is was Discrimination. She was not actually traveling she was at the airport to pick up her minor that was traveling.
The incident occurred at 1:20PM. The caller stated that no alarms were triggered. She stated the TSO said something was in her hair. Her hair was braided. She went through the shorter lane where the flight attendants are screened. They tested her hands first. She then was screened by the WTMD and then the AIT machine.

8/20/2014 7:14:37 PM

She felt this was Racial Profiling. Her daughter was traveling on Southwest. Basically all of the TSOs were profiling except for one female TSO.

Advised:

I tried to explain to the caller that when alarms are triggered at the checkpoint passengers would have to go through additional screening.

I stated we would send an email to her. She would need to include this incident in the form we are sending and return it. The incident will be reviewed by the Multicultural Division.
1575775
The caller indicated that she is flying out of RIC today with Delta flight 6222 departing at 10:11am. She went through the checkpoint at Gate B at 8:10am and passed through the AIT after several crew members. After passing through the AIT, A male TSO (middle aged, balding, caucasian) asked her to step to the side. Another male TSO tall, caucasian, longer hair) came up and asked why he had called for a patdown. The first TSO and advised that the alarm rang for the crew member that passed through the AIT prior to her, and that TSA Rules stipulate that if there is an alarm for a crew member, the next passenger that passes through must receive additional screening. The female TSO that conducted the patdown, (b)(6) (who was lovely) provided the same information.

8/21/2014 8:56:15 AM

The caller is very upset and would like to understand the rules in regard to ask. She asked if this is the rule. If it is not the rule, than she is very upset that she had to be screened additionally.

She would like to be contacted.

She completed a comment card at the airport. She asked TSO (b)(6) how to file a complaint and she provided a comment card. She submitted this at the airport and was provided a copy of the comment card.

I advised that the CSM would need to address her inquiry. I advised that I would refer the information to the CSM at RIC to make them aware. They would have the means to look into and address this.
The caller has a complaint. He is at BOISE currently. He stated that they went through at 7:45 am. He stated that his wife had her hair done and the machine alarmed. He stated that they messed up her hair. He stated that the hair do cost $85.00 and he wants to file a claim for the hair do. He stated that there was nothing in her hair, it is just very thick.

8/21/2014 10:20:43 AM

I explained that if a passenger goes through the AIT and any alarms or anomalies occur, a patdown is required to clear the alarms. I explained that bobby pins and other hair accessories can cause an alarm. I explained that in my own experience, bobby pins resulted in my hair being patted down for screening. He can file the claim, and the CMB will make the determination as to how to resolve the claim. I can send the forms with in 24 hours of this response, via email. I explained that we will document his complaint.
Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point.When her husband talked to (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form.A private screening was not offered to her.
Caller is upset over the phone not being returned and the patdown they all received.
They traveled out of Dulles on 08 20 14
Gate C flight # ua4551 at 11:40 am.

Response

8/21/2014 10:28:24 AM

Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination.
When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.
The patdown can always be conducted in a private screening location when requested.
Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

The caller and his wife are flying from SFO to Chicago tomorrow. He was going over the confirmation and they are not registered as they have in the past for the Precheck program. They are both seniors. They went on a trip a couple months ago and had it on that flight. He is 80 and his wife 72.

Advised caller:

8/21/2014 9:12:46 PM

The most familiar of TSA's risk-based initiatives, TSA Pre\u2713™, allows TSA to identify low-risk passengers for expedited screening. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u2713™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre\u2713™ lanes at more than 100 airports when traveling on any participating U.S. airline. You can get more information from TSA.gov.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

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.

Caller flew form Santa Fe Municipal on American Eagle flight 3196 on 8 20 2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

8/22/2014 11:02:22 AM

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

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

• The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time.

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

I told her that when TSA opens and inspects a bag a notice of inspection in put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means.
TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms.
I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

8/23/2014 9:59:27 AM

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date Time : 8 23 2014 8:40:52 AM Airport : TOL - Toledo Express Date Time of Travel : 08 07 2014 Airline Flight Number : 795 Checkpoint Area of Airport : body metele detecter TSA Employee: (If Known) :
Comment : dear sir or madam the body imaging detetor is not working properly at the toledo air port this is the fourth time that i had to be pated down can some one fix this or do i have to call a news staition call for action and let them know thanks for your time
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

Hello TSA Contact Center,

I have a question regarding your Advanced Imaging Technology (AIT) machines.

I fly quite often and need some clarification as to what TSA's policies were for passengers that are tall.

I've been told by at least two different agents that I am too tall for the Milliwave AIT machine and they ask me to proceed through the Walk-Through Metal Detector (WTMD). I was unaware of these limitations of the AIT and typically "Opted-Out" of the AIT screening. After going through the WTMD, I went to speak to the TSA Supervisor near the back of the Security Scanning Area on that day. She informed me that there was a limitation and that in the future, I would only need to tell the operator of the AIT machine that, "I exceed the height restrictions for this machine," and "... then you will then be directed through the WTMD."

Afterwards I searched TSAs website for information about this. I seem to recall finding something on your website about the restriction being 6'4" (194-cm) for the AIT due to the limitations of the scanning technology and not being able to capture all necessary information during the scan.

8/24/2014 3:09:57 PM

On subsequent trips, I've politely informed the TSA agents at the machines that, "I exceed the height restrictions for the AIT machine," and I've been greeted kindly and been instructed to proceed through the WTMD.

This all changed on my last trip out of RDU, instead of being greeted kindly, I was told that there were no height restrictions and that EVERYBODY had to go through the AIT machine unless I "opted out" and had additional screening where myself and my property were subjected to additional "investigation". I informed the supervisor on that day that I have been told by more than one TSA agent on more that one occasion that I am too tall for the machine. I followed that up with the height restriction that I found on your website and she said that that information did not exist. She then told me that if I can stand in the machine with my arms above my head like the "stick-figure example" that I was not "too tall". So I walked into the machine and lifted my arms. My elbows were about an inch away from the top of the machine and my fore-arms where crossed over the top of my head, clearly not able to replicate the "diagrammed example". She then agreed that I was "too tall" for the machine and directed me through the WTMD.

As I am not a fan of drawing attention to myself, and I especially don't like getting in disagreements with any type of authority figure. I would like to find out what TSA's official procedure is for Tall Customers with regards to your AIT machines. I would like to know where, if any, these restrictions are displayed and how I can better inform the TSA agents at the gate about them.

Thank you very much for your assistance with this matter. I am looking forward to your response on this matter.

Best Regards,
(b)(6)

From (b)(6)
Sent: Monday, August 25, 2014 4:31 PM
To: Singh, Harleen; TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: Legal; Rajdeep Singh; Prabhjot Singh; Sapreet Kaur
Subject: Civil rights complaint o b o Sikh Air Passenger, (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger (b)(6) (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

8/25/2014 6:30:58 PM

best,
(b)(6)

(b)(6)

(b)(6) | New York, NY 10004
Phone (Main): (b)(6) Phone (Direct): (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

Visit our website at HYPERLINK http: www.sikhcoalition.org \nwww.sikhcoalition.org.
Support the Sikh Coalition s work at HYPERLINK http: www.sikhdonate.org \nwww.SikhDonate.org.
Visit us on Facebook at http: www.facebook.com thesikhcoalition.
Follow us on Twitter @sikh_coalition.

This e-mail may contain information that is privileged and/or confidential. If you are not the intended recipient, please delete the email and notify us immediately.

The caller indicated that she flew from AUS on 8 24 on American Flight 2297 that was scheduled to depart 2:25pm from Gate 15. She was at the checkpoint (just beyond the doors near the Enterprise drop off) at 1pm.

She always opts out of AIT and indicated that she felt that the TSOs teased and retaliated against her because of this. She did not feel that the treatment was due to her medical condition. She has Siliac Disease. I asked the caller specifically if she felt that she was discriminated against or received desperate treatment based on her disability. She advised that she felt like she was retaliated against because she opted out of AIT.

A female TSO advised that AIT screening was safe. A male TSO pulled her baggage off of the conveyor belt and stacked it on one side of the xray machine. He then moved it to the other side. She indicated that he stacked her belongings on top of each other and her laptop was scratched.
She indicated that they were disrespectful of her property.

The caller indicated that she has Siliac Disease and requires a gluten free diet. The same female TSO who advised that AIT is safe stated that there was plenty of gluten free food items in the area. The caller feels that it was not the TSOs place to advise of the safety of AIT or to provide comments in regard to diet.

The caller did not obtain he names of the TSO. The make TSO had dark hair and was approx. 5 8 . The female TSO was an older women, blond short hair, 5 8

8/26/2014 1:21:31 PM

She indicated that she was advised that she would have to wait for another person to conduct the patdown.

The female TSO indicated that her belongings had to physically inspected because of the oat flower that the food items contain.

She asked if she would have to go through AIT if she eligible for Precheck, what the benefit to Precheck is, and how to avoid this in the future.

She asked if she would be contacted in regard to this.

TSO are trained to treat passengers with dignity respect and courtesy and I apologized that was not her experience. I advised that I have documented the information and would refer this to the CSM at AUS to make them aware of the situation. The CSM acts as a liaison between passengers and TSA and would have the means to look into and address this.

I explained that we cannot guarantee what action the CSM would take, however I would include an indication that she would like to be contacted. The caller refused to provide an email address as she would like to be contacted by phone.

I explained that Precheck provides a more expedited screening by allowing passengers to leave on shoes and light outerwear as well as to leave the 311 bag and laptop in carry on. I could not guarantee that the AIT is not used at the Precheck lanes, however she always has the option to opt out of AIT to receive a patdown.

I advised that if she has questions or concerns about screening, she should ask for a STSO or PSS at the checkpoint or she can always call to the TCC. (The caller made the comment that she didn t want to have to take the time to wait for these individuals to respond.)
Caller is 91 years old and a vet of World War II born in New York USA and wants to avoid getting x-rayed. The last time he flew he was told he had to do it. He is interested in applying for precheck to avoid doing it.

Advised:

The AIT is not x-rays. It is radio waves that bounce off the body. The procedure is voluntary and you don t have to submit to it. They can do a patdown instead.

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

8/26/2014 2:19:56 PM

In addition to the patdown, TSA may use technology to test for traces of explosive material.

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

If the incident happens again you should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If you would like to file a complaint I can forward the information to the CSM at that airport. Caller declined.

Precheck doesn t exempt you from the screening. It allows you to keep your shoes on, belt and light outerwear. Anyone who looks 75 or older generally can keep their shoes and light outerwear on.

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 8/28/2014 11:26:57 PM Airport : MCO - Orlando International Date/Time of Travel : 08/27/2014 4:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :
Comment : After a wonderful weekend of training and networking for business in the beautiful city of Orlando,I experienced something that has me questioning this whole "security" thing. Normally when I travel, I wear a suit because not only am I a business man, but I find it more comfortable to be dressed; not to mention it commands respect and compels people to call me Mister.

Yesterday was one random occasion that I wasn't in my "normal"attire, but I did have on a pair of chinos and a long sleeved linen shirt with my hair slightly tied back; I mention this for a reason. After taking everything out of my pockets and placing them in the bins, or so I thought, I proceeded through the scanner only to realize that I left my bank card in my back left pocket. As a result, the scanner picked it up and the TSA agent asked if there was anything in my back left pocket. I replied, "O yea, my bank cards." The agent put his gloves on, asked me to turn around, patted down that area, as well as searched my hair. I have dreadlocks so for me, they ALWAYS search my hair, yet I don't see them searching others, but I digress. The agent then proceeds to say he needed to swab my hands. He walked away, and grabbed what appeared to be a square shaped adhesive and wiped the palms of my hands. He asked me to wait there and walked away to place the adhesive in some kind of machine. As I was waiting, the belt that had my luggage on it was backing up. So I went to remove it to free up the line and he yelled, "Don't touch anything." Because I had never been through this process before I was pretty taken aback and confused;not to mention I had a flight to catch in the next thirty minutes. Another agent asked me if I knew what was going on and I replied, "No, I'm super confused." He went on to explain that the machine was testing my hands for explosives...

8/29/2014 8:28:09 AM

Now at this juncture not only am I confused, but I'm getting slightly irritated by this whole process. I asked the agent what could cause such an alert because I clearly hadn't been in contact with any explosives. He said, it could be hand sanitizer, which I had recently applied, and named a couple of other things that have slipped my mind. Apparently, the machine reading required further tests and they asked me to step aside because they needed to do a full search of my body as well as my luggage. Another agent started opening my suitcase in the middle of the airport and I asked him did he have to do that in front of everybody.I also asked the other agent how long this would take because I did not want to miss my flight. Another random female agent came over and said, "Everybody else gets their luggage searched in front of everyone," which mattered not to me because I preferred not to. There was a nearby private room that another gentleman was in so I waited until he was finished before entering. I asked the nearest agent how long this would take and he stated he didn't know and I could not go anywhere until I was cleared. I also asked him if there was a list of items that may cause this to happen so that I was not placed in this predicament again and he stated that he couldn't give me that information for "security" reasons... Of course this makes absolutely no sense to me because it hinders me from avoiding a similar instance; by this point my irritation is rising.

So two agents and myself entered the private room and as one of the agents wiped down the inside of my luggage with another square adhesive, the other agent proceeded to search me as I was facing the man wiping down my bags. He asked if he could search my hair and initially I said no because again, my hair is always searched, but the straight haired blonde or brunette is not, but I allowed it because I just wanted to get it over with.

By this point I am feeling extremely violated as this man used his hands to search between my legs, my hair, my entire body down to my feet, and even put his hands on the inside of my waistband all the way around. Of course after all of this and fifteen minutes later, I was cleared because I had no contact with explosives, as I stated before I was in Orlando on business. My colleague waited for me and as I walked out of the room with my belongings, he asked if I was okay; immediately I said, NO! I remained quiet for the next few minutes trying not to let my anger show, but I was so upset that I nearly began to cry. Composing myself as I rode the tram to my gate, I was trying to wrap my head around what just transpired and it made me more upset by the minute.

The moral of the story is I felt that I was profiled and violated in so many ways. Standard procedure or not, this was uncalled for and if there are commonly used items that will cause a "security" scanner to imply contact with explosives, the people should be made aware. They have plenty of signs regarding aerosol cans and other unauthorized materials for your carry on, why not provide a list of these items and fully explain the process prior to actually performing these additional searches?

Disability Description: Callers husband has two shoulder replacements. connecting through Europe. He sets off alarms.

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility.
Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are traveling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

8/29/2014 10:45:47 AM

Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening;

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.
The screening process for a passenger who uses a wheelchair or scooter is determined by the individual s ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.
Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.
The passenger should inform the TSO of his or her need for assistance before the screening process begins.
Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Medical documentation is not required.
I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.
I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.
Caller flew from ATL on 08 25 on US Air at 1755 and when she went through security, she had a purse and a carry on bag that was placed on the conveyor. Caller states that she moved from her chair and was screened by the AIT machine. Caller states that when she got to the gate another elderly lady was there waiting and was talking with her daughter. Caller states that during the conversation the elderly lady indicated that she had a bottle of water. Caller states that before leaving the hotel she placed a bottle of water in her purse. Caller states that when she opened her purse her bottle was still in her bag as well. Caller is concerned that two people on the same flight were able to get 2 bottles of water well over the limit through security screening. Caller states that this is very concerning. Caller states that she went through the checkpoint at or around 1545 but does not know which checkpoint it was at. Caller did receive PreCheck.

8/29/2014 1:41:22 PM

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 screener teams are the subjects of repeated complaints.

9/2/2014 2:43:43 PM

Caller states she flew out of FLL and she went through the AIT machine, someone took her jacket. She said tsa was so nice about it they viewed security cameras and verified someone took it, but that they could not identify them. She asked is there anything I can do?

Advised caller not that I know of.

9/2/2014 5:58:29 PM

Caller said he is upset and was at Denver Airport and that before 9 11 he wanted to be a pilot and he used to cherish airports and that 9 11 changed it. He said he was at the Denver checkpoint and a screener tried to speak to him and it is stressful and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screeing process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the ait machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the ait or private screening and he said he did not opt out of the ait machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of ait and asks for prviate screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screenr asked if he forgot to take anything out of his pocket but he did not tell him he was gong to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport emloyees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys dont believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to suponea the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint:CSM
Claims: Complaint

Airport:Denver
Airline: Southwest
Flight Number:2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm
Location:security checkpoint
Gate:C 39
Contact Information:he declined his phone #.
The caller received abusive treatment and harassment at LAS airport recently and he wants to file a complaint. He asked what he need to do and what method would be best to file it.

He stated that he flies to LAS from SEA about three times a year with his husband. He stated that they fly to help family. He explained that about two years ago he started getting selected for Precheck alot in SEA. He stated that he is not sure why his husband did not get the benefits, but he just used the normal lines. He stated that SEA is always helpful and polite. He stated that this time he did not have Precheck on the departure to the LAS, however he got the benefits on the return on Sunday at 7:00 am.

9/4/2014 10:24:31 AM

He stated that there was not alot of people in the line at the airport. He explained that the agent checking boarding passes wrote in red ink on his boarding pass and told him he has Precheck. She told him that he had Precheck and he did not have to remove his shoes. He asked her if he has to remove his computer and belt for screening. She told him that he had to remove everything as normal, however he can leave on his shoes. He stated that he showed the boarding pass at the checkpoint for Precheck with the red markings and proceeded to remove his belt and computer, but leave on his shoes. He stated that the officer yelled at him to for not removing his shoes at the checkpoint. He stated that he had to remove the shoes at that point and hold them in his hands, since he was past the bin. He stated that the TSO asked him what he was doing removing his shoes now, and then asked for his boarding pass again. He stated that he looked at the boarding again and realized that he had Precheck. He stated that the agent was not clear with instructions on how he wanted him to proceed in the checkpoint, so he put his shoes back on and started through the AIT. However, he again yelled at him and told him to go around since he has Precheck. He let him go around the AIT machine for Precheck screening. He stated that he was terrorized and he feels that this was very disappointing. He stated that he was able to place his shoes back on and go through Precheck, but he wants this to be reported and taken seriously. He explained that he should be reprimanded in regards to his actions. Caller stated the TSO refused to communicate directions clearly on what he wanted the caller to do for screening. Caller felt terrorized that he did not know what to do.

I apologized to the caller for his experience, and explained that we will forward the information to the CSM at LAS for review and investigate the matter further.

The callers flight details are as follow:

Departing Airport: LAS
Destination: SEA
Airline: Alaska Airlines
Flight Number and time: 617 @ 9:05 am
Terminal: 3
Gate: Unknown
Date and Time: 08-31-2014 @ 6:50 am

Caller has a concern that requires attention, his 15 yr. old daughter just boarded a plane and he raised her not to go through the AIT, and stated she was not given the option for alternative screening.
What makes him uncomfortable is the machines take an image of the body, it s almost pornography and he has seen images previously.
Caller stated she asked not to go through the AIT and was told to get in line and as a 15 yr. old she didn t want to cause a problem. (Stated he hasn t confirmed that she requested not to go through and was denied).

9/4/2014 3:54:11 PM

Response:
Explained to caller signs are posted at each AIT location advising passenger they have the right to opt out of the AIT screening, if opting out a patdown will be required.
In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports.
This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Provided to caller via email.
Caller has a complaint on the manager, named (b)(6) at DEN. He says he was reaching down in his trousers past the waist band. He says this was not ok. He had complained and was told it was standard procedure. He says he had a small pin knife he had forgot and asked if he was able to mail it even if it cost $25 and he was. He then had go back through screening again, they had him use the WTMD. He has had metal implants, in the hips. The officer almost hurt him he went up his legs so fast. He says he had just went through screening and had to be screened again. He said the officer and supervisor was smiling the entire time during his second time of screening. They would not give him the agents name so he only got the name of the manager. He had offered to go back through the AIT again and they told him he couldn t. He feels the officers feel they have too much power.

9/5/2014 3:54:00 PM

Told caller
I was sorry for his experience.
I would take his complaint and send it to the CSM so they would be aware of this as well.

Airport: Denver
Airline: Frontier
Flight number:
Date and time:09-05-14 at 1:45 pm
Terminal or gate: A gate
Items Damaged: He said the agent had put his fingers in the waist band and he had put his hands farther down in his pants then the waistband. He says they have never done this before.
Caller is 70 years old and she started getting TSA precheck. Caller stated that the last three times she flew from SMF on Alaska airlines they tested her hands for something and told her it was random because she never enrolled for the Precheck benefits. Caller stated that she has been getting precheck on a rather consistent basis with multiple airlines and she has never enrolled. Caller is wanting to be removed form the precheck list. Caller stated that it is causing her more problems than good. Caller was told by one of the agents that she could mark TSA precheck out and go through the regular lane but she thinks that is to much hassle she just wants her name taken off the list.

9/8/2014 12:07:28 PM

Advised caller:

The most familiar of TSA's risk-based initiatives, TSA Precheck, allows TSA to identify low-risk passengers for expedited screening. There is not way to take your name off of a precheck list. That information is submitted to TSA when you book a flight and if they consider you to be low risk they could direct you to the precheck lane but there is usually no consistency to this. There is no way to keep your name from being selected. If you don't want to use the lane you could just go to the normal lane.
Caller asked to speak to my supervisor so he can take her name off of the list.

(b)(6) Notes: She thinks she is getting extra screening because she is being selected for Precheck. Someone told her to cross the Precheck off her boarding pass cause it was causing her extra screening. She is really confused on exactly what she is doing and it will be hard to take notes. First she is getting a Patdown in Europe then it is at TSA, then she is going through AIT then it isn't AIT. She says she wasn't going to accept Precheck and I said that was her decision. I told her out of 10,000 calls a month she is the only one who is getting extra screening because of Precheck.
Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30
Aiport:Burlington Vermont.
Gate Terminal: Gate 3

9/8/2014 2:43:56 PM

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and them review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesnt have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do no want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

9/8/2014 5:08:30 PM

Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : September 11, 2014
To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

9/12/2014 8:46:56 AM

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.
Would you like a response? : True

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) as Vegas NV 89119
Zipcode:

9/12/2014 6:13:22 PM

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

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

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

Feedback Type : Compliment
Categories : Professionalism/Customer Service; Advanced Imaging Technology Current Date/Time : 9/14/2014 1:31:57 AM Airport : MCO - Orlando International Date/Time of Travel : 09/02/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Every TSA experience I have either I witness rudeness or I experience rudeness.

9/14/2014 9:34:04 AM

When a TSA Employee is addressing a passenger they need to learn COMMON RESPECT to talk and listen. They very often talk, then engage in conversation with coworkers usually of jovial nature then we have no idea what the hell they want or what they said. When we do what we think they wanted, like enter the scanner, they get all ignorant and authoritative thinking we are violating the word of god. I had to enter the stupid scanner 3 times because the TSA agent who was operating it has ZERO people skills and ZERO respect. Then he wanted to pat my pocket down because I had my boarding pass in my pocket. Really? They need help. After I exited the scanner I was asked "is he with you".. turning around I saw my 10 yr old son behind me. After answering "yes", I was talked down to by the ignorant TSA employee saying "You need to stay with your kid, what were you thinking"... what?! I immediately replied with "My wife is behind him". Another badge wearing ignorant jerk.
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 stated she constantly gets pulled for additional screening after the AIT. Caller stated it is usually the top of her shoulder and the back of her ankle. Caller stated that at Manchester she had 11 alarms. Caller is questioning what causes an alarm. Caller asked what on her body is causing alarms. Caller stated she wanted to speak to a supervisor and will go to media if she needs to.

Resolution:

9/14/2014 2:10:45 PM 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.

I am unable to tell you what on your body is causing you to alarm the AIT. I advised the caller that the AIT bounces the waves off the outside of the body and looks for anomalies and that causes alarms.

Submitted on Sunday, September 14, 2014 - 16:44 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?
- National Origin
- Religion

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: Mullica Hill
State: New Jersey
Zip Code (Post Code): 08062
Other:
Email: (b)(6)

9/14/2014 5:21:38 PM

==Incident Information==
When did this happen? 08 22 2014
Where did this happen? PENNSYLVANIA - PHL - Philadelphia International
What happened?
On Friday, Aug. 22, 2014, , my wife and myself were travelling to San Jose, CA, to attend a wedding. We reached the TSA check point at around 10:45 AM to get security clearance and board flight# UA1185 from Philadelphia to Houston (IAH). I removed all metal objects on my person (shoes, belt, glasses, wallet etc) and entered the AIT. As I am an Asian American and Sikh by religion, I wear turban and sport beard. I was wearing a sky blue colored

Caller stated the screener at the airport was so rude. Caller stated she travels with a service animal. Caller flew from Burlington Vermont on September 7. Caller stated she had metal implants and she has visual impairment and she travels with a service animal. Caller stated before of her knees she prefers to go through the AIT machine and her service animal puts on a state and then she will go through WTMD. Caller stated she received the papers to make a complaint if she was discriminated against going through the checkpoint. The caller stated she doesnt feel she was discriminated against she just wants an apology from the screener. Caller wants to know if she can contact the CSM. Caller stated if someone doesnt contact her about the issue she will fill out the papers she was sent.

9/15/2014 10:58:59 AM

Advised caller the issue was sent to the CSM at Burlington Vermont Aiport. Advised caller to call 866-289-9673 press option 5 and put in the airport code and she will be given the CSM number.

Caller stated she didnt want the information sent to the CSM she will call them.

Callers wife is getting PreCheck. She has disabilities, he was allow to get PreCheck on the last flight because his wife has a hearing disability. He will be traveling again with his wife and an elderly lady in a wheelchair, he wants to know if she can get precheck along with him and his wife? He says he had traveled before on Southwest out of Boise and when going through screening there was young women that had pony tails that had devices in the hair with base ball caps on and was not ask to remove the hat or devices. He says his wife has thick hair and on the other side of the machine the agent ran her hand through her hair and she ask the officer what she was doing with her hair. The agent just said she had to check her hair. He says his wife had just paid $85.00 to have her hair done and he wants to make sure this never happens again.

Told caller:
I explained to him if his wife was chosen at ramdon for PreCheck on a flight did not mean he or she would be selected again. It just means the information they provided met the criteria and they were selected on a per flight bases only.
To be eligible for PreCheck on every flight they can apply for one of the programs to get a number to use but it still is ramdon selection so they wont be guaranteed every time.
There are two ways to be eligible to participate in PreCheck, you can be abe a member of one of CBP s trusted
9/15/2014 travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.
5:18:12
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 explained to him if there was an alarm during screening they will have to give a patdown to clear the alarm, I too have had my hair patdown and it was to clear an alarm,
I could not tell him they would never have to do this again.

I did not send his complaint to the CSM because it has been sent already.
I only listed the airport and airline for the complaint for the previous flight, he did not say what airline or airport he was traveling out of again.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, sorry buddy, this isn t a restaurant! The STSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport SJC
Airline Southwest
Flight # 4729
Date Time 09 15 2014 320PM
Location Gate 21 Southwest Terminal
9/15/2014
5:54:27 Advised caller:
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.

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

Caller is wanting to file a complaint on TSA at DFW. Caller feels he was treated unfairly because he has a disability. Caller stated that is was not discriminatory it was just flat out poor customer service. Caller stated that they embarrassed him and made a huge scene at the checkpoint, they humiliated his partner and now she refuses to travel with him. Caller stated that on the morning of 7-8-2014 he was going through the checkpoint and he is not able to raise his arms to go through the AIT so he requested a patdown in a private screening area. Caller stated that he had 5 plus TSO s yelling at him from every angle and finally he had to yell and ask who am I supposed to be listening to. Caller stated that he requested a supervisor when they tried to force him to go through the AIT and then they got all bent out of shape and he had 3 other officers come up to him before getting the supervisor. Caller stated that he had a similar incident happen at DFW in April 2014 and he plans to fly in December 2014 and wants something done before he tries to do so because this is unacceptable. Caller stated that he requested ODPO assistance on both flights and he was treated awful. Caller stated that this is the only airport that he has trouble flying from.

Advised caller:
9/18/2014 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.
4:50:33 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
PM your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: DFW
Airline: American airlines
Date and time of incident: 07 08 2014 05:30 - 6:00 am
Gate or terminal of incident: American Airline

Disability Description: Caller has heart and lung conditions. She is also in a wheelchair.

Incident Details: Caller flew from MDW and she was in a wheelchair and disabled. Caller stated that she went through the AIT and then she was required to undergo a patdown. The officer told her that it would be on the shoulders and she ended up patting down her breast area which is sore and numb due to her heart surgery she had. Caller stated that after patting down her breast area the Agent started laughing at her she thinks that it was because she has a small chest. Caller stated that she feels discriminated against because she is 70 years old, female, and disabled. Caller stated that in all of her years of traveling that is the first time she has ever had a patdown and she feels like the agent was unprofessional and rude. She also feels like the agent did it to humiliate her because there was no alarm of the AIT. Caller thinks that the agent also violated her because she patted down her chest and she was supposed to do her shoulders. Caller did not know the agents name but described her as a young, female, tall, skinny, who had dark hair put up in a bun and she thinks she should be reprimanded because of what she done to her.

Advised caller:
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. The passenger should inform TSOs of any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger s sensitive areas. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.
Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I will get you to a MB agent to deal with your discrimination complaint. I am going to make sure that this gets sent to the CSM to address the unprofessional treatment you experienced at the checkpoint.

9/18/2014 9:31:22 PM

Airport: Chicago Midway
Airline: Southwest
Flight number: 1444
Departing time: 7:25 pm
Date and time of incident: 09 03 2014 06:30-6:45 pm
Gate or terminal of incident: B23

(b)(6) notes:
Caller said that she wants to let us know she has been flying for 20 years with Southwest out of Chicago. She is disabled and was in a wheelchair and the person she is complaining about saw her get out of the wheelchair and she went through the screening machines. She told her she had to be patted down on her shoulders, but went down farther and didn t have on a bra because she can t wear one due to her surgery. She stated that she turned around after the patdown and the TSO was laughing to her two male co workers about her. She felt like she was being discriminated against because of her disability. She thinks it occurred closer to 6:45 pm.

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

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn t require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

9/19/2014 2:30:22 PM

. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

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

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Disability Description: Caller has type 1 diabetes and uses an insulin pump.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

Response Details: Diabetes-related supplies, medications and equipment such as , lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

9/19/2014 6:54:03 PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:
Patdowns will be conducted by a TSO of the same gender.
You may ask for private screening at any time.
A private screening will be offered if the patdown involves sensitive areas.
A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.
You may request a chair if you need to sit.
You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

Caller is taking a flight on Wednesday and she has a disability at this time and needs to know what to do to be checked in. Caller has limited standing.

Response: Advised the caller to request the assistance of a PSS or Supervisor and the checkpoint if needed and other than walking through the WTMD she may subject to the AIT and would need to be able to stand without assistance for 5-7 seconds with her hands above her head.

Caller states this is something she can do.

9/22/2014 6:28:46 PM

Caller also has two teenagers without ID and wants to know what to do to get them through screening.

Response: For passengers who do not have an acceptable form of ID, the TSO will request that the individual present two other forms of ID bearing the passengers name to assist in the verification of their identity. One of the items must bear the passengers name and other identifying information such as: photo, address, phone number, social security number, or date of birth. Passengers may present documents such as social security cards, birth certificates, marriage licenses or credit cards. 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. And they may have to undergo additional screening.

Caller asked if copies could be accepted and I let her know there s no standard list and she could present the copies.

9/24/2014 10:03:07 AM

Wanted to get a copy of the opt out policy.
Does not want to go through AIT and wanted documentation to prove it.
He wanted the information mailed to him, rather than emailed.
Then on to TSA.gov website he wanted me to walk him through step by step.
Rambled on about policies and procedures well after he had been given the information requested.

Advised caller:
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

http://www.tsa.gov/ait-privacy

Caller has a KTN she obtained and April or May. Caller stated that on her last two flights she has been randomly selected for additional screening which was a patdown when going through the PreCheck lane. Caller stated that this time she is not being selected for PreCheck at all and she is wanting to know why she is being selected randomly all the time and not getting her PreCheck benefits.

Advised caller:
1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? Yes- US Citizen
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes- Southwest-PHX
3. Have you received TSA Pre?™ in the past? Yes- She has just had issues on the last three flights.
a. If you have received TSA Pre?™ before, has anything changed? no

9/25/2014 2:43:21 PM

4. Do know your Known Traveler Number (KTN)? (b)(6)
5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? Yes- Verified everything is correct and matching.
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Yes- airline website.
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

If you are randomly selected not to receive PreCheck then it will not print on your boarding pass at all. Generally if you got through the AIT and there is an alarm then you would have to receive additional screening. I am not sure how you were randomly selected to receive the additional screening two times in a row. It sounds like there was an anomalies indicated by the screening technology. If you have the issue were TSA precheck does not print on your boarding pass at all several time in a row then that would be something that we could escalate and try to find out why but you were selected for PreCheck on the last two flights. I would recommend asking why you are getting the additional screening if it happens again.

Caller was calling for her husband (b)(6) They are both members of Global Entry. She always gets PreCheck and he never does. He is 77 years old. She said that United has him listed as (b)(6) on the reservation. His Global Entry has him listed as (b)(6) Their home airport is McCarran. She discovered during the call that his passport number was entered instead of his pass Id. She said that they will be flying next week. She referred to his KTN as a redress number. She is going to change the name and the KTN with the airline.

1. What is your citizenship? - 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

9/25/2014 4:43:07 PM

4. Have you received TSA PreCheck in the past? - Yes

a. If you have received TSA PreCheck before, has anything changed? - No

5. Do know your CBP Trusted Traveler PASS ID? - Yes (b)(6)

6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? - Yes - She said that this reservation is showing (b)(6) instead of (b)(6)

a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online GOES account
b. If any of this information is not an exact match, you may be precluded from TSA PreCheck consideration.

7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? - No

The caller is traveling with a minor that is on probation and wearing monitor. The caller wants to know what TSA requires or what they need to do to get though screening. The passenger does have a travel permit.

9/26/2014 3:57:21 PM

Outside of any other law enforcement issues that would prohibit a person from boarding an aircraft, wearing a monitoring device, including a medical monitor, during security screening should not pose a problem. If the electronic monitoring device sets off the alarm on the walk-through metal detector, or produces an anomaly during Advanced Imaging Technology (AIT) screening, passengers should alert the Transportation Security Officer performing the screening that they are wearing the device. In these cases, passengers should expect to undergo additional screening to resolve the alarms.

Caller asked when you get TSA PreCheck and you don t have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you dont get to do that.
He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay $10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the $85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

9/27/2014 6:13:17 PM RESPONSE: That is why it is called expedited screening. You dont have to take the laptop out of the case and take off your shoes, plus other items. A background check is not done each time you go through the PreCheck line. TSA does not charge $10 every time you book a flight. It is not TSA that charges you. You will need to contact US Air. If you did not enroll, you are getting PreCheck in one of two ways. You are a FF with an Airline or you are considered a low risk passenger by TSA and are being allowed or invited to get PreCheck. ALSO: To apply to PreCheck, 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. ALSO: There is no extra $10 charge.

RESPONSE: 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. ALSO: You can ask for a private screening when you have a lot of cash.
She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

9/29/2014 1:36:20 PM I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.
Caller is at the airport and he is not comfortable with being separated from his wallet during screening because he wants to keep his identification and credit cards with him. Are the magnetic strips on the credit cards safe to go through the screening? What about electronics? Is that a reasonable request that the caller gets to keep his wallet on him?

Advised:

9/29/2014 3:37:39 PM (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, keys and change 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.

I don t have that information as to whether the magnetic strips are safe. I can give you the number to the CSM at the airport? Caller declined. Electronics can be safely screened by x-ray. I can t give you an opinion. You can request that you keep your wallet but that would be up to the discretion of the officer at the checkpoint.

Caller states that he is a GE member. He is usually chosen for Precheck. Caller will fly to Venice, Italy tomorrow and was not chosen for expedited screening. Caller would like to know why. Caller is upset that he paid money, is an ex-military member and government employee, and is not guaranteed expedited screening for every flight. Caller states that he is 75 and would like to know if he will be directed to the Precheck lane because of his age.

Advised caller:

It is important to remember that TSA Precheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

9/29/2014 3:50:17 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. They may direct you to the Precheck lane or not.

While some airports may allow individuals who are traveling with a TSA Precheck eligible passenger to access the TSA Precheck lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

Precheck eligibility does not affect your eligibility for your benefits with GE through CBP.
Caller spoke to us on the 8th. She was flying from AZ to Burbank, CA. All she had was two bags, one with her clothes. She filed a complaint but has not heard from the airport. She went through additional screening. They inspected her chest and did not find anything. They detected an anomalie in her chest. She was scared. They said they were going to do further inspection. They inspected her from her head to her toe including her privates. Nothing was found and they called on a male TSO. They told her to show her ID and her BP. Eventually they said everything was fine. She was left traumatized. She did not have anything offensive so she was concerned on why she would have to go through that especially since nothing was found. Due to the trauma she kept biting her lip due to that for the next days. She will fly to Denver in two weeks and would like to avoid issues. She is dreading the trip due to security. She was told that the airport would communicate with her. Her husband and her went to care for their grandchildren. She was stressed because her daughter and her husband were headed towards divorce. Her grandchildren did not want her to leave. She left one day early. She doesn't know why she received additional screening. Her son is a PE teacher and she will stay with her daughter in law while he is away on a trip with his students. She was told that something she touched set off the alarm.

9/29/2014 4:48:07 PM

Response:
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 experience.

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.
She can call us back with her flight information.
By requesting assistance, it might help make the experience more enjoyable.

You didn't answer my question – you just sent a canned response.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not. ...

10/1/2014 12:14:52 PM

Blah Blah Blah

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of Caller last flew from LAX and she was wearing a watch. She didnt have to remove personal items when she went through security. Her watch was demagnetized when she went through the AIT. She would like to know how to avoid this in the future.

Advised.

10/2/2014 1:28:01 PM

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.

Caller was at security at the airport and she did not want to go through the AIT machine and is concerned about the exposure to the radiation. The TSO didn t give her the option of opting out and she told him she was concerned about and he blew her off and said that it was safe. She does not remember what the TSO looked like or know his name.

Advised:

AIT screening is safe for all passengers and the technology meets national health and safety standards. 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 Transportation Security Officers who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

10/3/2014 8:44:39 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.

Let me get some information from you and I can forward this to the CSM at Sacramento.

Airport where the incident occurred: Sacramento
Airline: United
Flight numbers: Unknown
Date and time of incident: September 23, 2014, 0400 am
What terminal or gate? Unknown
Individual s contact information email

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/4/2014 6:38:26 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/20/2014 Airline & Flight Number : AA Checkpoint/Area of Airport : American Airline Terminal (only one checkpoint) TSA Employee: (If Known) :
Comment : TSA,

The TSA screening line was extremely large at the ONT airport in the morning, almost reaching the outside doors at the END of the terminal. While people were frustrated and concerned with the enormous line, there were several visible TSA personnel that appeared to be doing nothing, "standing around", where they could have made efforts to alleviate the situation. I am sure it took many travelers 45 minutes to an hour just to get through the TSA process, plus several people MISSED their flights due to the TSA delays.

Once I finally arrived to the "checking of bags" process, I declined the AIT machine, and knew it will involve a patdown, which is expected. I know there is sometimes a slight delay due to inefficienices, so I informed a TSA personnel (helping with plastic containers), IMMEDIATELY after my ID was checked, so that they could notify the appropriate person. After placing my shoes and items on the belt to be screened, I notified them that I declined the AIT machine. They asked me to wait in a certain spot, which again, is expected. After waiting for a while, and even longer, and seeing many travelers go by, the TSA person standing next to me for SEVERAL minutes finally said the he will do the patdown.

10/4/2014 7:18:49 PM

- It didn't appear that he was doing anything significant, or at all, that would warrant the time waiting, especially when I notified them in advance.
- Why couldn't he acknowledge that he would be doing the screening, such as, "I'll be with you in a moment" or something like that.
- I encourage TSA to implement a better more efficient process for those individuals who decline the AIT process.

On a positive note, the TSA person doing the patdown did put on a new set of gloves. When a TSA person puts on new gloves when they look through baggage (touching and handling items) or do a patdown, that is always appreciated.

In summary, please improve the screening process at the airport so that people don't continue to miss flights due to TSA inefficiencies in personnel and/or processes. It is very apparent and clear that TSA is inefficient at that airport when EVEN the airline agents complain and tell their customers/travelers that missed flights are usually due to the TSA delays and that they frequently see TSA personnel "standing around" at certain times. Also, it would be very appreciated if it was mandated for TSA personnel to put on a new set of gloves whenever baggage is opened and items handled and touched, especially in the patdown process.

Regards,

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

Caller said he is angry at TSA at the IND Airport and had an unpleasant experience yesterday at the security checkpoint with the TSA Officers but he does not have their names. He said he is 62 years old and was with his wife and poses no threat to anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other poeple s items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he willl get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport:IND
Airline: United
Flight Number:4112
10/5/2014 11:40:50 AM
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time:Santa Fe at 8 pm
Location: security checkpoint
Terminal: unknown
Gate:A 25
Contact Information:(b)(6)

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM.

Response:I advised him that precheck is random for security reasons and based on an individual basis, I advised him that he can not get the leatherman back.

Search Results For:
I gave info from http: apps.tsa.dhs.gov mytsa cib_results.aspx?search=Leatherman%20tool
Leatherman tool

Check Only
Caller said she flew yesterday from Ft Walton at Eglin Air Force Base to San Diego and that she did not get her prescription glasses back at the security checkpoint at Ft Walton. She said they did not give her glasses back to her and she said she went through the ait machine, had her cane and that they gave her sunglasses back to her but not the prescription glasses. She asked how to get them back.

10/5/2014 1:07:01 PM

Response:I gave her the phone # for lost and found at:Eglin Air Force Base
Okaloosa Regional Airport
850-651-7160

Feedback Type : Security Issue
Categories : Other, Advanced Imaging Technology Current Date/Time : 10/5/2014 12:45:33 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : to whom it may concern,

10/5/2014 3:05:07 PM
i have at multiple times (not only at jfk but also at phoenix, lax, canadian airports, etc) been able to bring aboard unopened capri sun bags without being detected by imaging or security. these have all been accidentally brought aboard but i am concerned someone will willfully bring volatile fluids through capri sun bags. if you could please look into improving security and the ability to detect these liquids, that would be appreciated.

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

Caller stated that on 9 28 she flew from DFW on her way to MKE. Caller said that she was in the AIT and she stumbled on her way out and fell on to the conveyor. Caller said there was a gentleman who was at the AIT machine who quickly got down and straightened the rug. Caller said that the lady in charge of the station asked her if she was ok and she told her yes. Caller said that she then noticed that her knee and foot were swelling up. She went back and asked for a incident report. She was told to call us for a claim. Caller said that she went to her Orthopedic doctor on 9 29 and she was put on muscle relaxers. She stated that she had a knee replacement in April of this year and something doesn t seem right. Caller said that the medication is not working and she was told by her doctor she would need to come back if it does not work.

Airport- DFW
Date and Time: 9 28 14 9:00 flight was at 9:55
Airline- American 3265
10/6/2014 Gate or Terminal- R19
10:27:07 Name- Agent who advised her to contact the TCC - LTSO(b)(6)
AM

Resolution:

Advised caller that I can forward her complaint to the CSM at that location for review. Also advised caller that she can get a claim form from the website or if she would like I can email her one and she will get it within 24 hours.

Caller requested that I email her the form.

Caller flew from Phoenix to Ontario. She had lost her license. She went to the DMV to get a paper copy but the new ID comes in the mail so she did not have it. She has an expired ID and the paper copy. She was fine on departure but was given the third degree at PHX on the return. She handed the TSO her paper and expired ID and they treated her like a criminal. She was searched from head to toe and they searched through all her baggage. She was embarrassed by the TSO s. The caller was so upset that she was crying on the phone today.

The TSO who took her ID was a young guy. He had light colored hair. He embarrassed her in front of people. She explained that she knows her ID is expired and that she had already called the airline. He told her to stand aside and then another lady asked her if she was waiting on something. She said she had to take her shoes off. The lady at the AIT was rude. She is the one who took her bag and patted her down. The caller asked her if she is going to do this in front of everyone. She was taken to a private room. She said the whole experience was horrible.
10/6/2014 She does not have email. She went through gate C-13 on Southwest Airlines. The caller is 63 and has neck length light brown hair, blue polo shirt, white pants.
10:45:52
AM
I clarified that the airline and TSA are different entities and TSA is who has to verify your identity.
I told her that you can use alternative id such as expired licenses or credit cards and you are subject to additional screening, however TSO s are trained to treat you with dignity respect and courtesy and I am sorry that this was not your 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.

Feedback Type : Security Issue
Categories : Other; Advanced Imaging Technology Current Date/Time : 10/6/2014 12:15:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/06/2014 8:30 AM Airline & Flight Number : United 457 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : Dear sirs, I'm contacting you to complain about the complete disregard for procedure at the Phoenix airport today, October 6, 2014. Terminal 2.
My brother (b)(6) and I arrived for our United flight to Newark at 8:30AM, following your web page recommendations we repeatedly reported to the TSA agents that my brother has two hip replaced and therefore requested a scan instead of metal detector. In spite of our repeated attempts the TSA agents directed my brother to the metal detector which naturally went off.
10/6/2014 The triggering of the detector initiated a series of searches which consumed 20 minutes, all easily avoided if the agents listened to us and our repeated appeals for a scan.
2:15:04 The behavior of the TSA agents concerns me at several levels: disrespect for passengers with implants, excessive time wasted on a futile search, and the overall reduction of effectiveness in securing travel.
PM
Appreciate your attention to this matter and hopefully it prevents future incidents.
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 recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very through over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flys, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanded to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

10/7/2014 3:28:05 PM

I explained that any time a passengers goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

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 wants to file a formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file compliant, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

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.

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

10/7/2014 5:26:37 PM

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

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

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Airport: Colorado Springs
Airline: Delta
Flight Number: 4630
Date: October 6, 2014 6:30 and 6:45 a.m. incident
Individual Contact: (b)(6)

Disability Description: Caller is a recent breast cancer survivor.

Response Details: I stated they are trained. They would have to conduct additional screening on anyone that triggers an alarm or an anomoly with either screening machine.
I suggested for future flights to call TSA Cares and request assistance for the screening process. She could call 8557872227. She could request a private screening and should call 72 hours prior to the flight.
She could obtain the notification card which is a discreet way to provide information to the TSO prior to the screening process at tsa.gov.
I was not sure what was detected on the AIT Machine.

I stated I would forward this information to the CSM for review. Someone may contact her.

Incident Details: Caller wanted to report an experience which occurred at the checkpoint at Charlotte Douglass in NC. It occurred between 5:30-6:00AM.

10/7/2014 7:13:41 PM

She is a recent Breast Cancer Survivor. She had reconstruction 4 weeks ago. She went through the AIT machine. They pulled her to the side after she came out. The TSO stated they had to search her chest. The TSO asked if she had bandages? She said no. The TSO stated she had to search her. She had to put her arms up. The TSO put her hands on her breasts where she had reconstructive surgery.

The caller stated she had surgery 4 weeks ago and did want anyone to touch her chest.

The TSO did not offer a private screening. She put her hands on her chest. She was so upset that she was screened in front of everyone. She swabbed her hands and stated she was done.
She was humiliated in public. Why are they not trained to screen passengers with Breast Cancer? Would they check a man s testicles in front of everyone? The TSO was Female.
After the screening experience , US Air had given her seat away. Will someone contact her? She is not disabled.
What did they see on the AIT machine?

She does not want to discuss her medical condition. She was so embarrassed and humiliated. She was not an avid flyer and did not know the procedures or to ask for anyone. The TSO s should be trained to do this.

Airport--Charlotte Douglas
Date Time--10 02 2014 06:00 am Actual flight was a 730 departure
Gate or Terminal--Not Provide
Airline US Airways
Flight #-- 662

10/8/2014 8:57:07 AM

Caller signed up for precheck recently via TSA and had a bad experience the first time, he has a bad leg and doesn t know what is in his leg other than metal, informed TSOs and still had to remove items from his pockets and remove shoes, bell, etc. and was patted down completely. He was the first one in line and last one to get through because he had to have additional screening.
Departing from PHF and said he stood with his feet on pads and arms above head for screening technology.
He doesn t know what is in his knees, has had 4 joint replacements, if he presents his medical card does that allow him to not go through the removal of everything for screening?

Response:
Informed caller PHF airport doesn t participate with the Precheck program, therefore, not eligible at that location. Must be flying via airline assigned to the departure airport. Not a guarantee for anyone, should be allowed on a more consistent basis, but, TSA doesn t guarantee anyone they can use precheck everytime they fly. Random selection only.
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.

Can present documentation, not required and doesn t exempt anyone from screening process. Cannot allow anyone to circumvent the system by learning how it works and be allowed to get something through that could be detrimental to safety of aviation.

Caller was immediately wanting to file a complaint with EWR, so wanted to give the incident details.

Incident details.
Date and Time: 08.11.2014 5-545 am
Gate: B627
Airline: JetBlue
Airport: EWR
Security was nearest the boarding gate area.

10/8/2014 2:15:12 PM

Incident was:
Her children were asked to have be patted down because she did not want them to be over exposed to xrays.
She went through the AIT machine, but the Officer had an issue in doing so. Her 8 year old son eventually had to go through the AIT machine anyways.

The Officer was a large male, medium skinned was accompanied by a thinner person and a woman was somewhere in the background.
A Supervisor never came, it was around 530 am. They refused a Supervisor. The Officer hid his name tag, and said if she did not adhere that they would call the police. The female officer said that another Supervisor was being called. The male officer who threatened her was named (b)(6)
A Supervisor finally came, and protested when the Supervisor let them through.

She does not feel as though this situation had to turn out like this, and was unnecessary.

I did let her know that I was forwarding her complaint to the CSM at EWR.
If she had future issues, she could call this number back chose option 5, and then type in airport code EWR.
Disability Description: Caller has an artificial pancreas and an insulin pump.

Response Details: I advised her that I will refer this to the CSM s at the airports.

Response:To protect a passenger s rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA s Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

10/8/2014 6:14:16 PM

I gave her the phone # for CMB at 571-227-1300.

Incident Details: Caller said she got on a plane 2 weeks ago and that she has an artifical pancreas and insulin pump and cant be around any xrays and that she was put in the ait machine and they fried $1200 worth of medical equipment. She said she had a Dr. prescription that she gave them and they insisted that she go inside the ait machine. She said she had no insulin after that happened at Sacramento and that she was going to Vegas. She said it all had to be replaced and she said this happened at both Sacramento and Vegas Airports with the ait machines. She said she does not have the name of any Officer at either airport and she said the Officers told her she could still go through the ait machine and would not use the wand on her. She said she appreciates TSA but that they need to know what the machines can do to medical items and that we need to be trained more and she said without insulin she can die. She said the Officers were nice but they did not listen to her. She requested that we email the claim form to her. She asked does she need to get the cost of the machine for the claims dept. She said Medtronics overnited the machine to her. She said they separated her and her husband and it may not have happened if he could have stayed with her. She said she showed them the pump right away and that her husband keeps her from getting confused.

COMPLAINT:CSM
Claims: Complaint

Airport:Sacramento
Airline: Southwest
Flight Number:unknown
Departure Time: 09-29-14 at 11 am but they left 30 minutes late

Disability Description: He has a defibrillator.

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response:I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as 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.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

10/8/2014 9:46:22 PM

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

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

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the xray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

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.

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.

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passenges with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can t do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific indcident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, omedical conditions, or devices. Such assistance can faciliate the screening process for the passenger.

10/9/2014 9:18:12 AM

Incident Details: The caller indicated that she had a negative experience on 5 22 at PIT. The TSO swore that insulin pumps were okay to go thrugh the AIT. The TSO threatened her with a full body patdown if she didn t go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA s policy.
United flight 3541 PIT to Chicago departing at 6:35am
The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to i nsulin pumps going through the xray machine. She stated that the verbage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to webiste that she has used for her research in regard to the screening of insulin pumps.

Caller lives in the US and has friends who arrived in the US and dont speak good English, everytime they board a flight in the US they have excess screening. What is the problem?
Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn t sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc.
Caller said at BUF they had to be double checked and they are traveling with small children.
Asked why they are having to have the additional screening?
Caller disconnected the call at 11:47 AM.

10/9/2014 11:35:48 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. 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.

10/9/2014 12:06:07 PM	Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information. (b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals? No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights. Response: (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.
10/10/2014 5:38:01 PM	No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided. Caller said he has a KTN, he had an incident at DFW when he was returning to San Jose. He went through the precheck line. He has a prosthetic metal shoulder and it set off all the WTMD and they patted him down. The reason he got the KTN is because he travels often so he can go through quickly. This time when he went through all this additional screening did not help anything. So he is not receiving the precheck he paid for, he is 65 years of and deserves to receive it. He stated we obviously need to change our system. TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening. The most familiar of TSA's risk-based initiatives, TSA Pre\u2713™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre\u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage. Explained to the caller that if he went through the precheck line, he was receiving the precheck incentives. But once he alarmed the machine they made him remove his shoes, that is additional screening. Any passenger regardless of precheck status, if they alarm are required to undergo additional screening. Told the caller that for future reference he needs to inform the officers before he goes through screening that he has a Metal Implant so they can direct him to the AIT machine that he would need to go through. Caller hung up.
10/12/2014 5:45:56 PM	Caller says she recently flew and did not want to be xrayed, she said she was directed to the AIT machine and was told to go through this, she again said she told the TSO that she did not want to be xrayed. She ask if this machine put of radiation, I advised her no and this type of screening can be opted out of she said she tried and they would not let her. I offered to take this information and forward to the CSM she declined. She just wanted to make sure there was no radiation and ended call.

I recently received the following response to my TSA complaint. Though I appreciate the quick response, it appears my concerns regarding my personal safety and rights does not resolved any of the issued raised in my complaint. I would appreciate a personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint.

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, October 02, 2014 12:56 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

10/13/2014 10:10:59 AM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

Disability Description: Caller has a complaint.

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:
Have an insulin pump
Need assistance
Have difficulty raising your arms
Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

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

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

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

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

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the

I have a complaint about going thru Security at Midway Airport this morning, October 13th with my 92years old mother who has Parkinson's disease and was in her own wheelchair.

When I got up to the screening I told the TSA agent that my mother could not get out of wheelchair to walk thru the security. She told me I would have to take her shoes and lightweight jacket off of her so they could pat down her own wheelchair.

It says in your own instructions that

TSA has implemented a program that revised 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.

10/14/2014 8:47:38 AM

So why did this TSA agent in who called for someone to take her back and pat her down that I had to take her shoes off and lightweight coat off?

When I flew from Columbus Ohio to Midway, Chicago airport last Friday morning 10/10/14 – they let her keep her shoes and coat on. Now this morning when she was sleeping in her chair as I had gotten her up too early this agent made me take her shoes off.

Then afterwards when I had gone thru security I noticed another agent had an elderly gentlemen who was able to keep his shoes on when he brought him thru security to pat him down.

I think you need to train some TSA agents about this program so it doesn't happen again when I fly with my elderly mother.

Feedback Type : Complaint
Categories : Other
Current Date/Time : 10/14/2014 1:04:17 PM Airport : DAB - Daytona Beach International Date/Time of Travel : 10/13/2014 2:36 AM Airline & Flight Number : Delta 1087 Checkpoint/Area of Airport : TSA Screening Area TSA Employee: (If Known) :
Comment : When I used my smart phone boarding pass I was given my license back with a small paper encased in plastic that I gave to the TSA (female) agent. I was told I didn't have to take off my earrings, watch or shoes. I'm assuming the pass I was given exempted me from doing it. From my past travels, I've learned this pass is randomly given. I did open my carry on and gave the female TSA agent, my hand cream, toothpaste and liquid soap I had in a plastic bag for her to review. At that time, I thought I was going to go through the Advanced Imaging Technology (AIT) Equipment that swirls around your body vice the regular metal detector but I wasn't. I was directed to come through the metal detector which of course sent off alarms because of the jewelry I was wearing. The male and female TSA agents kept sending me back to take of jewelry, then my shoes and was proposing to do a full body search if the detector went off again. After taking off my shoes, the metal detector

10/14/2014 2:11:03 PM

didn't alarm when I went through the metal detector. At that point, I was really confused and wondered why they would send me through a metal detector when I was initially told I didn't have take anything off. I thought my pass bypassed the metal detector. I was the only one in the TSA screening area and felt like I was under some kind of assault. I don't like to play race cards but I almost felt like I was being harassed by TSA because I was black. The TSA Caucasian staff at Daytona Beach needs to be more professional and follow the rules in place. I should not have been subjected to a metal detector and should have been allowed to go through the AIT because of the pass I was given. The experienced left me feeling truly assaulted.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said that every time she flies and goes through the AIT, it picks up something on her body and she has to pass through again. She wants to know if she can get information or pictures about what is causing the alarm. She said that she doesn t know what it could be every time but she flies often and it always happens.

10/14/2014 4:00:33 PM

Advised caller that the AIT takes a generic image of the passenger and the images are not something that the airports keep. She cannot get pictures and there is no one that she can contact that can tell her what is causing he alarm. She can ask the officers at the checkpoint what it is and she can ask for a supervisor if they do not help her. The AIT picks up anomalies on the outside of the body. They also used to use the backscatter which is more like an x-ray machine, but she said that she is going through the millimeter wave, which is the AIT.

http: www.tsa.gov ait-how-it-works

10/15/2014 10:06:47 AM	Caller flew from SLC on Sept 27th and went to meet someone in the lobby and had to go through security again and he was asked if he had anything else in his pocket and he told them that he just had paper which was $100 bills. The officers made him take the money out of his pocket and hold it above his head during the screening process for everyone to see. He is needing to know why he couldnt just leave the money in his pocket. The screening process at the checkpoint requires passengers to empty their pockets so when they go through the AIT screener the items will not show up as an anomoly. The reason that the officers ask him to hold the money during the screening process is so he would not have to place it in a bin to go through the xray machine. I advised him that I can forward his complaint to the CSM at SLC so they will be aware of this issue or he can speak with the CSM directly. He stated that he wanted to speak with the CSM so I ask him to hold while I obtained the contact information. When I came back to the call 45 seconds later he disconnected the call.
10/15/2014 11:40:15 AM	The caller indicated that she is flying next week on 10 22 to Dallas TX and on 1 17 to RSW. She has a pacemaker and hip replacement. She is advised at the airport that AIT is safe for her pacemaker and goes through AIT. She indicated that it is uncomfortable for her spread her legs for the patdown. She is 88. She doesn t understand why she always has to receive a patdown after passing through AIT even after she advises of the pacemaker and hip replacement She resents this and doesn t like being touched between her legs. She indicated that she is in a wheelchair. She passed through screening once at either DTW or RSW and did not require a patdown. She stated that she did not go through screening. She stated that she doesn t recall if she passed through any machines. She doesn t recall when this occurred or at which airport. She expressed concern in regard to being separated from her purse. She asked if there is something that she can do not to be screened. She asked what happens if she doesn t advise of her pacemaker and hip replacements. We cannot guarantee that she won t receive a patdown. Also, there is nothing that can be done so that she won t be screened. She has to be screened by TSA before she can board her flight. Patdowns are required to clear anomalies of AIT. I advised that she should advise of the hip replacement and pacemaker before screening begins. She should advise if she has difficulty in raising her arms or remaining the position required for a patdown and if any area of her body is sensitive or painful when touched. TSA Cares can provide assistance through screening for those with disabilities or medical conditions to facilitate screening. Such assistance does not guarantee that she won t receive a patdown. I advised that she should call at least 72 hours prior to travel to request assistance. She declined. 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.
10/15/2014 2:30:41 PM	If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Caller is calling for her mother . She applied for precheck at LAX on Sept 17. She checked the status and her fingerprints weren't clear. Now they are doing a name check for them. Her mother is flying in 3 days and she has no KTN for her. She wants to know if there is anything she can do to ensure she gets precheck on Saturday. She wants to know who to speak with about the enrollment process to inquire why the fingerprints weren't noticed as bad on the day they were present, and also why it is taking so long. Advised. 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 advised that there was nothing I could do to get her mother precheck on Saturday. For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

Caller said he went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they padded down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: 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.

10/16/2014 7:10:53 PM

RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

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

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explaint the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

(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. (same sex officer patdown and a private screening if asked)

10/17/2014 10:39:44 AM

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

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 gave her the number to the CSM at LGA.

Name: (b)(6)
Phone:

10/18/2014 9:12:24 AM

Caller wants to place a complaint for her daughter. Her daughter is disabled and they are at Logan right now. She said before going through screening, an agent asked her daughter if she can raise her arms to go through the AIT machine. Her daughter did raise her arms to show him that she could. Her daughters name is (b)(6) She said at the machine, the TSOs name was (b)(6) when her daughter rose from the chair to go through the machine, as soon as the officer saw her limping, he told her to step back from the AIT. He did not ask her if she was able to raise her arms or go through the machine. He saw her limping and told her not to go in. Then her daughter got back in her chair and they called a lady officer over to assist her (b)(6) GOT ON THE PHONE AND GAVE SOME MORE INFORMATION: She said they did not tell her what they were going to do. The lady took her in a separate area behind the machine and told her she was going to do a patdown. She said the lady officer was kind and told (b)(6) how she was going to do the patdown. (b)(6) said she was upset and started crying. She said her mom came over and told the lady that she could go through the machine but was not allowed. The first officer said she can go through but the second officer said she cannot. She said then the manager, she thinks, came and he tried to fix things. She said then she was allowed to go through the AIT machine. She said the manager told her how she could file a complaint. She said the manager (b)(6) was nice. (b)(6) said she would like to file a complaint.

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.
Date and Time of Flight: Oct 18, 2014 Incident Occured between 8:45 a.m. and 9:00 a.m.
Gate or Terminal: Terminal B
Airline: American
Flight Number: 84
Airport: Logan
Email: (b)(6)

Submitted on Saturday, October 18, 2014 - 23:08 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed
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: El Cajon
State: California
Zip Code (Post Code): 92020
Other:
Email:

10/19/2014 9:37:35 AM

==Incident Information==
When did this happen? 08 17 2014
Where did this happen? PENNSYLVANIA - PHL - Philadelphia International
What happened? Flight 741 near gate B3 After a trans Atlantic flight the alarm sounded when I walked through a portal. I said to the attendant it must be my bracelet. I took it off tried to hand it to her. i ll walk through again. she nodded no directed me to the AIT machine. I repeated to the operator standing opposite side of the AIT (b)(6) after a brief exchange said you had better cooperate, it ll go easier on you. My hands were up with my bracelet, the silver watch frame. I protested I ddin t want to be in the box. I said I didnt want my body exposed to a viewer, even remote viewer. He said my body

10/19/2014 2:32:57 PM

Caller: Caller states she flew from Minneapolis and respects we have to open baggage. Caller states her baggage was opened and her husband had a glass case that is now broken and they had lotion spilled all over their belongings. Caller states officers need to be respectful of peoples belongings. Caller states she has a hip replacement and when she went through Portland it was fine but in Phoenix she would have been embarrassed because of the patdown if she was a person that gets embarrassed. Caller states they need to install AIT like they have in Phoenix. Caller states she does not want to file a claim just wanted tsa to be aware it occurred. Caller asked why is her baggage inspected sometimes and sometimes it is not.

Response: Informed caller that it was the Airport that decides what screening methods are available at airports not tsa. Informed caller that there are numerous reasons why her bag would have been inspected ranging from random selection to her bag triggering an alarm and I did not have any information as to why her bag would have been inspected.

Disability Description: Caller is in a wheelchair.

Response Details: I just advised that he let them know next time he is over 75, cannot raise his arms above his head, should not have to remove socks and shoes, etc. I told him I would send this up to the CSM, but since I had no further information such as precise details or names and he didn t want to file a claim or have his name mentioned that was all I could do at this point for him. It seemed for the most part what they did was standard procedures for someone in a wheelchair who could not go through the machine, etc. Also advised him that complaints need to be in writing within 180 days of the incident.

Incident Details: Caller said he will be 83 in a few weeks. Because of some health reasons, he has done a lot of flying since March, having had numerous surgeries. He said at every single airport every single time he has been man handled. He said every single time is a nightmare. Even another passenger with artificial limb told him at Little Rock what he went through was horrible, also.

One incident was in Atlanta. He said he witnessed as everyone was going through the screening normally emptying contents in bins and going through the AIT s. He was in a wheelchair. They made him stand up. Made him take off shoes and socks. He didn t argue. They took off his shoes and they removed his socks. Then they had him put on the little paper like slippers and made him stand up. He walked through the AIT and was told to raise his hands. He told them he couldn t raise them high. One officer went around and said you failed; we need to hand search you now. They patted him down. It went on and on and on. He had an hour and 10 minutes in the airport. Even the person pushing his wheelchair was saying we need to hurry because he is going to miss his plane. He pushed him along in a hurry to get there just as they were putting up the ramp. One more minute, he would have missed his plane.

10/21/2014 5:35:17 PM

On another such occasion, he was asked to present his ID. He couldn t find it and had his conceal carry weapon permit. They informed him that wasn t a valid ID.

He expressed his dissatisfaction strongly with TSA. He felt singled out amongst all the other people that he felt should have been screened more thoroughly and none were. He and this other passenger at the airport both spoke about the way they were treated and both were rattled.

I asked did he feel discriminated against based on his disability or age. He said yes. After speaking with a supervisor (b)(6) , began to gather the following information from him in an attempt to take a complaint based on discrimination.

He said the incident happened on April 11th in Atlanta. Not only did they take his shoes and socks off, but they put solutions on his hands.

I advised the caller this was normal process in lieu of the failed walk through to test for explosive traces. I wanted to continue getting information for filing the complaint and he refused pretty much.

He says that puts the finger on him. He has lived all his life without filing anything. He felt that now TSA employees felt they had authority, it was now him on the chopping block. Then he began to say but said he wasn t threatening, but wait until I call a couple of these radio stations and even get TV involved. . He don t want publicized. He has been made offer to tell his story. He just wants to be left alone and not roughed up and embarrassed. He feels he has been knocked on ground and kicked in the face enough, figuratively. He says TSA s interest should be to best serve the safety. If he were king of TSA, he would hear complaints, he would listen to their complaints. He would have program and get documentation so they would not have this.

I advised him I was trying to do that for him by documenting his complaint, but he did not want to continue with specifics on incident.

To Whom It May Concern:

While I am not holding out hope that my concerns regarding the lack of professionalism I was subjected to at Colorado Springs airport on the morning of October 18th will generate any investigation, much less any resolution, I am nevertheless compelled to bring to light this horrific experience in the hopes that someone might pay attention and actually take proactive measures to prevent such an occurrence in the future.

I was travelling on a combination business/personal trip with my 11 year old daughter. Both of us being experienced travellers, we are well aware of the various air travel requirements and expectations and had even reviewed the TSA information site to ensure we were up-to-date on expectations. We arrived at the airport with plenty of time before our flight and breezed through the security checkpoint line in a very timely fashion.

10/23/2014 8:36:29 AM

My concerns did not crop up until I went through the AIT station. My child had entered before me and was cleared to proceed; considering I have done this screening several times before and had removed all necessary/required items prior to entry, I expected to breeze through myself. Upon exiting, a rather large and rude female TSA agent barked at me, 'What's in your back pockets?' I responded nothing, which was both true and accurate. She then felt it was necessary to pat down my rear pockets, no warning, and in front of the entire screening area (and as a sexual assault survivor, her actions were nothing sort of assault; she managed to make my stomach churn and brought back some intense overwhelming negative feelings and memories that I have spend many years trying to put behind me). I was shocked and somewhat horrified. Not finding whatever she felt she should have, she then commanded I hold my hands out for residue screening. I attempted to ask for what and she simply continued to bark commands at me as if I was sub-human, ordering me to hold my hands in front of me. It was not until after she wiped my hands she even advised me what she was doing. She seemed rather smug when she announced that I was then in need of a more thorough pat-down and had to wait for another female agent to come over. I was shocked and horrified...she had essentially assaulted me in public and then proceeded to take great pleasure in ordering me around as if I was beneath her. Meanwhile, my minor child was off to the side, frightened by what was happening, and not only could I not hold her hand and reassure her, this awful example of mankind would not allow me to even talk to her! No one explained anything to my child and I was not allowed to...the horror I felt at my own situation intensified into anger at how thoughtlessly and rudely my child was being treated!

After several minutes of unsuccessfully attempting to grab another female agent's attention (no kidding, two agents looked this nasty woman in the eye and then pointedly turned away when she asked for them to 'take my away' for a further screening). Meanwhile, other passengers were pushing against me to move past because I was not allowed to move out of the area I was in yet I continued to be unable to reassure my child. I tried at least twice to explain to the agent I was a military member and to show her my ID card (which I was not allowed to take from my child who was trying vainly to help me) and her only response was that she did not care who I was, I showed positive on the hand screening and that meant a more in-depth examination.

10/23/2014 10:02:16 PM

I am writing because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you,

(b)(6)

The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her iPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:
Have an insulin pump
Need assistance

10/24/2014 3:50:53 PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

TSA Precheck will not negate the necessity of additional screening.

I offered to e-mail this information to the caller, and she declined.

Hello,

I was just at Newark to try to catch a flight from EWR to YYZ. There was chaos at the TSA checkpoints. Out of the three main checkpoints at Newark only one was open, and the one that was open had one of the possible 12 lanes open. This seems crazy on a travel day like a Sunday and a massive inconvenience to all travelers. I missed my flight, had to rearrange travel for tomorrow and change hotels and rental cars, lost some money in the process.

Can you please advise why all the closures and how a traveler can get some advance warning that TSA will be operating a skeleton crew?

Thanks,

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Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

10/27/2014 10:16:45 AM

Date and Time: 10 25 14 11:05
Airport: BWI
Airline: Southwest 4407
Gate or Terminal: D 13
Officers Name: He did not get it

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.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller wants to know why TSA screeners at MSP are not educated better on insulin pumps and AIT machines as the caller states her manufacturer advised her not to go through the AIT machine as it could damage her insulin pump. Caller states on a recent screening experience the TSO on duty advised her AIT will not harm her pump.

Resolution:

Advised caller we encourage callers to contact the manufacturer of their insulin pump to determine if it can safely undergo x-ray screening. Screening via AIT is optional and you may request a thorough pat-down rather than using any screening technology. Advised caller if she wants to know why the TSO s are not better educated on insulin pumps she can contact TSA Headquarters at:

10/27/2014 11:24:14 AM

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

Also provided caller information on how to contact the MSP CSM by selecting option 5 through our IVR.

Disability Description: Caller uses a cane and has a metal implant.

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.

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.

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 can request a private screening of the money if he has concerns.

The most familiar of TSA s risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

10/27/2014 2:49:27 PM

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

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

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

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having touble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/27/2014 3:21:27 PM Airport : ANC - Anchorage International Date/Time of Travel : 10/27/2014 11:15 AM Airline & Flight Number : Alaska 84 Checkpoint/Area of Airport : TSA Pre TSA Employee: (If Known) :
Comment : I had to wait for 10 minutes for the AIT machine. The TSA agent called for assistance 5 times with NO response from his colleagues.
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

10/27/2014 4:22:47 PM

10/28/2014 10:03:44 AM	Caller: For Richmond, they have moved the AIT machine. She is a member of GE and has a pacemaker, which means she can only go through AIT and a patdown. When going through PreCheck, she has actually had to go to the regular line which has resulted in not being able to take advantage of PreCheck benefits. For Hartford, she was individually taken to the AIT machine and screened. This, she states made more sense than having two employees do a private patdown. Advised Caller: That I am documenting this information for her. Thanked her for taking the time to call in; we are always looking for ways to improve processes. Disability Description: She had a recent operation on her left kidney and is hard of hearing. Response Details: Response:For your complaint to be considered complete it must: Be filed within 180 days of the alleged act of discrimination; Be in writing; Include the name and address of the complainant; Include the date of the alleged act of discrimination; Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and Be signed by the complainant or someone authorized to sign on behalf of the complainant. In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA. If you prefer to file a complaint via postal mail, please send it to
10/28/2014 2:52:30 PM	Transportation Security Administration Disability Branch Disability and Multicultural Division 601 South 12th Street TSA-33 Arlington, VA 20598 I advised her that John Pistole is the head of TSA. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). Claim forms are also available on our Web site at www.tsa.gov. I advised her that I will refer this to the CSM at the airport. I advised her that it may take 10-15 days to receive the claim form in the mail. Incident Details: Caller said they broke the lock on her suitcase and they stole some coins out of her purse and she is 76 years old and was in a wheelchair. She went through the ait and she said she had an operation on her left kidney and she is a widowed veteran and at LGA Airport it was disgusting. She said the female Officer was rummaging through her bag and the Officer had her back to her and she could not see her. She said the female Officer made her stand and her leg was inflamed and she said the female TSA Officer did not give her name to her. She said that the officer would not allow her to sit down to relieve her leg. She said the Officer was short, wore heavy makeup, had black hair and was Hispanic. She said the male

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 10:46:23 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/29/2014 7:15 AM Airline & Flight Number : Southwest 1698 Checkpoint/Area of Airport : Checkpoint near A gates TSA Employee: (If Known) (b)(6) (I think) Comment : At this checkpoint there were two x ray lanes. It appeared that one was feeding into an AIT scanner and one into a traditional metal detector. The metal detector was apparently open for use and there was an officer staffing it. I was in the apparent metal detector lane. When it was time to go through the officer instead said that I had to go through the AIT instead. This was inefficient (long line at the AIT) but fine. However, I did not have everything out of my pockets since this is not required for metal detector. This resulted in my getting patted down after going through AIT, test for explosives residue and having to send my wallet through xray. While this was all fine, it was a big time waster and would have been completely unnecessary if it had been clear I was going to go through AIT. NO ONE was telling passengers on the metal detector side that the metal detector was in fact not open; it was not blocked off; and no one on that side was telling passengers to take everything out of their pockets.

10/29/2014 12:16:12 PM

After this incident I asked to speak to whoever was in charge of the checkpoint. I spoke to Officer (b)(and explained what happened. He could not have been less interested and did nothing to address the situation. He also claimed that there was a policy that prohibited blocking off the metal detector when it wasn't in use. This does not seem correct because I travel frequently and see that blocked off lanes and devices are routine. In any case, I asked (b)(6) what the reason for the policy was and he stated that he had no idea what the reason was. In my view, no one should be placed in charge of a checkpoint who doesn't understand not only what the policies are but also the reasons for them. Otherwise, you'll get mindless adherence to supposed policies and bad customer service.

I would like to know -
(1) Whether it is consistent with policy to have no one telling people to take everything out of their pockets before going through the AIT
(2) Why the metal detector cannot be blocked off when not in use so that people will know in advance that they will be directed to the AIT
(3) Whether the officer in charge can be counseled to actually listen to customer feedback and address it
(4) Whether the officer in charge can be informed of the reasons for TSA policies so these can be explained to customers.
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 travels with Jet Blue. She thinks she was at Buffalo and was randomly screened for explosives. She is wondering why they choose to randomly twice in the same year.

Advised caller

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.

10/29/2014 5:20:17 PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives.

Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost $30 worth of jewelry It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

Advised caller: 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.

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fail out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

The caller is a FF and he flys a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

10/29/2014 5:42:41 PM

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

Escalation Notes: (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

Caller flew from Charlotte to Cleveland, The TSA agent removed everything from his wallet and looked at every credit card and everything in the wallet. The TSO stated credit cards were now being checked due to a security threat. However on his return flight, noone went through his wallet or his wife's. He later stated he went through the AIT machine.
Did this TSA agent overstep her authority? Everything is in the wallet. Another freedom has been taken away. He will post on FB that the TSO s may go through the wallets.

11/4/2014 4:19:36 PM

Advised:

I explained it was not a common screening procedure or new rule for TSO s to conduct screening on the wallets.

The wallet may have triggered an alarm which would have led to additional screening of the wallet.
An anomoly may have occured while he was in the AIT machine which prompted her to complete the additional screening of the wallet.

11/6/2014 10:09:53 AM

Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6) The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)

The caller was going to apply for precheck. He is 79 and was told that 75 and older do not have to remove their shoes and jackets. The caller states that in DEN on 10-31-14 around 12:00pm he went through screening and he had to remove his jacket even though he is older than 75 and the officer told him the people that put up the signs and do not do the screening so take off your jacket. The officer told him that the signs do not mean anything to him. He caller has hip and knee implants and wants to know if precheck would benefit him. The caller wants to know if there is a number he can call to get an appointment because all the appointment times are taken for when he can go for over a month.

11/6/2014 2:15:35 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.

Travelers who are directed to the TSA Precheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

I advised the caller to contact the Universal Enrollment Call Center at 1 ([855] 347-8371 for a phone number to the specific enrollment center.

I advised the caller that regardless whether he has precheck or not if there is an alarm the officers have to clear the alarm and advised him to let the officers know about the implants.

Caller saud it has been 18 months since he has come from Germany where he lives in Europe to the US.
Nothing really went wrong but he said when you have to go through the scanners while your things are going through you cannot see your things and that upsets him.
He said he has noticed how busy it is at JFK and someone could run off with your wallet.
Caller asked why the AIT is not facing the other way.
He said he does not like standing with his hands up for the AIT like a criminal and asked if he can have his wallet in his pocket or hand during that screening.

Caller would not admit that most of the time his belongings come off the conveyor just as he finishes the AIT. He quipped his things are are at the other end about 30 seconds before he gets there.

Caller was nice at the end and said thanks for putting up with him.

RESPONSE:

11/6/2014 4:18:46 PM

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

I asked if most of the time his belongings come off the conveyor just as he comes through the other side of the AIT.
Told him I want him to answer my question because unless you are taken aside for additional screening you are usually going to arrive at the end about the same time as your belongings.

I cannot tell you why the AIT faces the way the do.

You cannot walk through the AIT with your wallet in your hand.

Told he could ask for a private screening of his belongings and if the Supervisor on duty feels a manual screening is sufficient that may be allowed.
You will receive a Patdown of course.

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don t do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: (b)(6) She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

11/6/2014 6:06:33 PM

RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. 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. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Disability Description: The caller wants to file a complaint on IAD and United Airlines. The caller flew from Punt Canta to IAD to CLE on Sunday 11-2-14 on United flight 5104 from IAD to CLE.
The caller states that she had a United ticket for special services for wheelchair and wheelchair connecting flight assistance. The caller had issues with TSA. The caller states that when it was their turn to go through screening the caller asked the officer where the handicapped line was. The caller told the TSA officer that her mother could not get out of her chair and could stand for no longer than a minute. The officer showed her where to set her mother. The caller proceeded through the AIT and turned around to get her things and a female agent had her mother out of her wheelchair and standing in the AIT and 3 other officers were yelling at her mother telling her to hold her arms above her head. The caller states that the wheelchair was no where in sight. Her mother cannot raise her arms above her head.due to injuries and broken bones and cannot stand due to a heart attack and stroke and numerous other health problems. The caller states that the bottom line is that the officers took a handicapped person and made them stand up, took her wheelchair and misplaced it, and when the caller tried to locate her mother a wheelchair before she fell an officer yelled at her and told her she could not go back that way. The caller was screaming and begging the officers to find a wheelchair for her mother before she fell and TSA had a law suit on their hands. The caller states that you cannot discriminate against the handicapped population, make them do things that are beyond their capabilities, it is not standard procedure at any airport to make a handicapped person stand up to go through the screening
technologies or yell at them for not not being able to hold there arms up.

Information Request: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a have to get a ramp if they could find someone smart enough to get a ramp. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an isle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp.

11/7/2014 2:35:40 PM

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations Be filed within 180 days of the alleged act of discrimination:
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant
I advised the caller to contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation s Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220

Incident Details: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a half to get a ramp. If they could find someone smart enough to get a ramp it would not have been near as long. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an aisle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp.

The caller indicated that he flew yesterday and received expedited screening. The TSOs advised that he remove his jacket. The caller requested a bin to place his jacket in so that it wouldn t get dirty. The TSOs would not provide a bin for him to put his coat in. The TSO stated that if he wanted a bin he should go through the standard screening. This occurred at MSY yesterday at 4:30am. He was traveling on a Delta flight departing at 6am to ALT. He indicated that he was at the checkpoint to the far right. The TSO was female, African American. He indicated that she had 3 stripes on her collar which he took to mean the person in charge at the checkpoint. He indicated that the TSO was very rude.

He flew from ATL yesterday as well. He normally passes through screening with his wallet in his back pocket, however his wallet was in his hand prior to passing through AIT. He was advised that his wallet was too big and that he would have to go through x ray. The caller explained that he always passes through screening with his wallet in his pocket. The TSO asked if he did not speak English and took his wallet and placed on the belt to the opposite side (right) of where the passenger was. After exiting the AIT and undergoing a patdown, he cut in front of someone to get to his wallet so that he could return to the other belt and collect his other belongings. A group of TSOs advised that it was rude of him to cut in front of the passenger. This occurred at the checkpoint at 5:30pm. He indicated that he went through the Delta Sky Priority Lane. The Precheck lane was on the other side of him. The flight from ATL to MSY was on Delta departing at 7:19 PM. The TSO that took the wallet and made the comment is male, caucasian. The group of TSOs consisted of 2 African American male TSOs (one stripe), and a female. He indicated that a TSO with 3 stripes did come over but didn t say anything.

11/10/2014 9:18:53 AM

His complaint is that the TSOs were rude and has always been able to pass through screening with his wallet in his back pocket but was unable to this time.

TSOS are trained to treat each passenger with dignity respect and courtesy and apologized if that was not his experience. TSA screening procedures are the same at all airports, however interpretation of the procedure may vary from airport to airport and from situation to situation.

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

The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The callers wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the callers wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO.

Flight Information:

Date and Time of Flight: November 9, 2014; 5:45 PM
Departure Airport: LAS
Airline: American Airlines
Flight Number: Not Provided.
Terminal and Gate Number: D11
Name of TSO: (b)(6)
Time of Incident: Around 3:00 or 3:15 PM

11/10/2014 9:31:16 AM

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. 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 appreciates the job that TSA does. He says some rules were broken yesterday as his family went through screening, in regards to his children. He, his wife and child of 3 years old were traveling together. He understands the rules do allow families to stay together. He has been on tsa.gov for information and he clearly understands what it says. He was asked to do something to separate him from his child. His wife and child went through the WTMD and he was ask to go through the AIT. He said he understood that families were permitted to stay together and he was upset he had to go through the AIT. His child and wife were upset that he had to go through the AIT instead of the WTMD along with them. His wife was left to get his daughter and the bags together alone, so she was distressed as was his child. He says they have traveled many times and has always been permitted to go through screening along with his wife and child.

Told caller
I understood it did say parents wont be seperated from their children, I did not know if it meant that both parents would be able to use the WTMD or just one parent could with the child.
I would take him complaint and forward it to the CSM at the airport and let them address this for him.

11/10/2014 10:04:46 AM

Airport: Melbourne, MLB
Airline: Delta to Atlanta
Flight number: 2213
Date and time:about 11-09-14 Departed at 2:17 but they were at screening at 1:30
Terminal or gate: Gate 2

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN): (b)(6) Status as of 10 28 2014
ELIGIBILITY DETERMINED
TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

11/10/2014 2:00:47 PM https: universalenroll.dhs.gov workflows?workflow=service-status

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. I offered to give the caller the URL for the card.

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.

Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

Told caller that it is random that they do this sometimes, however if they are not able to get a reading that would be the reason that they do the explosive trace detection. At that point he ask to speak to a supervisor.

11/11/2014 9:21:05 AM (b)(6) notes:
Caller said that he has tourettes. When he flies, because his hands shake, he s told that he can t go through the AIT. He flies primarily through GSP and HOU. He said that everytime he goes through they tell him that he has to go through the WTMD and he receives an ETD because they cannot get an accurate reading through the AIT. He doesn t understand why this is happening to him and no other passenger behind him. He wants to know if there is a card that he can use to exempt him from this. He said that he doesn t want to have to file a complaint with the ADA, which is why he contacted us first.

I informed him that there is no card that will exempt him from any type of screening, but we do have assistance we can set up for him and a Notification Card he can print from www.tsa.gov that he can show to the officers to make them aware of his condition. There is no way for us to tell him why he is receiving this screening every time and other passengers aren t, but if the officers tell him they can t get an accurate reading, he would have to undergo additional screening. The AIT is set up for the passenger to stand still for 5-7 seconds while he is screened, and if he cannot do this, he would have to go through additional screening. It would be based on the individual passengers, so I can t give him a reason for why he is receiving it at these airports.
Callers husband is on an Alaska flight. They fly back and forth to Cabo St Lucas. Tonight he was pulled aside and searched thoroughly in Mexico. Then in LAX he was pulled aside for the same thing. He asked why this was done and the airline. She called the airline and they told her no, this is done by TSA. She said that this was embarrassing for her husband. They searched him head to toe and his baggage. She wants to know why. She said he has metal implants so he does usually get patdowns.

I told her that if he had set off an alarm or anomaly of AIT then he would have to be patted down to clear them.

11/12/2014 9:25:22 PM

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

I told her that having this on his boarding pass does not mean that he has done anything wrong or that it will happen again. I told her that if he does see this again to allow extra time for screening. If it continues to happen you may consider looking at the Traveler Redress Inquiry Program at DHS.gov.

11/13/2014 10:12:09 AM	Caller says she was told to call this number to verify what documents are needed for her to go through the PreCheck line. She flies with Frontier, which she says hasn t got their systems ready to accept PreCheck yet. She says that she went to Cleveland Hopkins and presented her paperwork, but was denied entry into the PreCheck line. She said that we should give a PreCheck card that can be scanned at the checkpoint to verify that she has been precleared for PreCheck, so that this can be used when flying with an airline that doesn t participate. She said that people who work for Key Corps or Eaton can just show their business card and go through the PreCheck line in CLE with no questions asked, but her with all of her documentation cannot. She was very upset and said that she is being penalized for flying with a lower cost airline. She wants to know where to go from here. She stated that these individuals she mentioned earlier are showing just a plain paper business card. She says that if she had an employee from one of these two companies give her a business card, she could do the same. She stated that TSA does not look at an ID of any sort or a boarding pass for these individuals. She refused to allow me to speak to a security specialist during the call regarding this. She says it is not her problem and she doesn t want involved. Advised caller: I advised the caller that unfortunately there is no documentation that she can present to go through PreCheck when flying with a non participating airline. PreCheck status has to be confirmed on a higher level and the officers at the checkpoint don t have the discretion to review her documentation and make this type of determination. Advised caller that when a reservation is made with a participating airline all of the information is submitted to the TSA Secure Flight system, where watch list information is checked, PreCheck information is checked, airline information is checked, as well as a lot of other information. This system then decides whether a passenger will get PreCheck or not. There will be random security measures where a passenger doesn t get PreCheck. If we gave her a card to show at the checkpoint, her information wouldn t go through this extensive checking before each flight and she would get it each time. At this point, she needs to either fly with a participating airline or express her concerns to Frontier about them not participating. The information has to be embedded in the barcode of the boarding pass for her to get PreCheck. The only way this can happen is if it is with a participating airline and has gone through the TSA Secure Flight system. I probed her further about the incident she mentioned about the individuals going through and only showing a paper business card instead of ID and boarding pass. I obtained the information above. I asked her if she would allow me to place her on hold, so I could speak with a security specialist. I advised her that this is a security concern and that we really need to handle this with a security specialist. I advised her that they may want to speak with her for more information, and asked her if she would allow me to put her on hold, so I could check with them. She continually denied as noted above. CSS Hoskins notes: Contacted caller back she advised people at Cleveland Hopkins are being allowed to show business cards and gain access to the precheck lane. Caller is very upset because she paid the fee to enroll in precheck and people can show a business card that work for the big companies in Cleveland and get precheck. Caller stated there was boards located at terminals that state that employees who work for Keycorp, Eaton and other companies can be sent down the expedited screening lanes. CSS Hoskins advised caller TSA continues 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 TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. Would forward to CSM for review at Cleveland
11/13/2014 8:27:34 PM	Caller flew from Seattle to Alaska on Nov. 11 and the lady patted her down and she put something on the palms of her hand. The caller asked what was it. She asked if every passenger have that done. She said they took her toothpaste and she stood in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why dont they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer s name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the patdown and the hand swabbing. COMPLAINT:CSM Claims Complaint Airport:Seattle Airline:Alaska Air Flight Number:67 Departure Time: 11-11-14 at 1:40 pm Arrival Airport and Time:Ketchikam at 4 pm Location:Security Checkpoint Terminal: unknown Gate:N 6 Contact Information:she declined her phone #. I advised her that I will refer this to the CSM at the airport. Response: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. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtmd or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advisd her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

Caller states that she will travel on 11 30 2014 on Alaska Airlines to Kona from SEA. She usually gets PreCheck. Her husband who is 76 years old has not been getting Precheck. She is 71 years old. Caller states that neither one of them applied for PreCheck. Husband got on the phone (b)(6) Caller would like to know why he did not get PreCheck again. Caller would like to know how to get modified screening procedures.

Advised caller:
The most familiar of TSA's risk-based initiatives, TSA PreCheck, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide.

It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

11/14/2014 2:25:10 PM

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 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. These 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.
The application with TSA costs $85 and gives eligibility for 5 years.

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.
You can request to move to the front of the line if you have difficulty standing and waiting in line due to a medical condition.
If you want to apply for Precheck through TSA you can go to an enrollment center to apply. If approved you generally can et Precheck eligibility within a few weeks of visiting the enrollment center.

She indicated that she had a negative of experience at a checkpoint at EWR in November. She was treated like a criminal due to a machine that malfunctioned. She would like to speak with someone to ensure that this doesn t happen again. She refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather to pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown.The caller indicated that that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near hear as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aide and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

11/15/2014 9:47:53 AM

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

She asked what type of follow up would be occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary sunder him that handles customer service complaints. and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I m sure that Mr. Pistole has secretaries and Administrative Assistants, however we don t have

Call taken over by E Vaisey:

The caller was told to call here. A card was given to her at the screening checkpoint. She slipped coming out of the scanner, she said that the ramp is very steep. She was in stocking feet. She needs to call to see the next step. She did not hit the floor. They asked if she wanted to call 911. They screened her companion in the wheelchair in a separate lane. They sent her through the AIT. The hard plastic on the other side as the ramp caused her to slip. She had to twist and grab the AIT because there was nothing to grab. She did not fall but was immobile for several seconds. They asked her if she was okay but she felt rushed because she did not want to move yet because she was not sure if she was okay. She moved to the side to let the other people go through. They did ask her if she was okay and if she needed 911. She was not sure about her options though because she did not want to miss her flight. She sat down to put her shoes down. The officer ignored her and processed other people at that point. An officer after a while did ask her if there was a problem. That officer got a card and wrote some numbers on her complaint compliment card. She did not get any names of people because it all happened so fast. The officer did tell her about the cameras.

Upon arrival, the airline did not really assist with the companion that needed a wheelchair. They were pushed from curbside to the middle of the airport and then the caller had to help her from their on. She though they would push her all the way to the gate. In MCI the airline did assist her.

11/15/2014 4:51:04 PM Advised caller:

We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 to record complaints.

I informed her that we can get some information and forward her complaint information to the CSM. I told her that the agent would get back on the phone to get her specifics.

Agent Notes: (b)(6)
airline southwest
flight 4787
MCO 8:50 gate 108
November 15 7:30 7:50
Disability Description: Caller has metal implants.

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:
Apologized for the inconvenience.
Will forward to CSM
Airport: Orlando Sanford
Airline: Allegiant Airline
Flight Number: 706
Date Time of incident: November 14, 2014
Departure Time: 1:17pm
Arrival Time: 2:52pm
Specific Location (Terminal-Gate): gate 6
11/17/2014 11:31:14 AM Individuals Contact Information (phone number-email) (b)(6)

Advised caller:

Search Results For:

candles

Check or Carry-on
http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsawebsite

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) TSO) at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn t get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a patdown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

11/18/2014 3:33:18 PM	Caller tried to use online form to submit a concern and was unable to. Stated yesterday she was at MCO and going through security she thought her purse was closed or zipped, she goes through the AIT and all for screening. Problem was when she retrieved her items they had been moved around and they were in the line that said waiting to be searched. Items were spilled out of the purse into the bin and no one explained to her what was happening. She and her daughter were waiting and her son and husband had already gone through, no one told her what was happening. She told the Agent when she retrieved her items they should have zipped up her purse once searched and the agent told her they couldn t search her stuff. She never had such an experience, she had items in separate bins and a large carry on which she placed in a separate bin and her coat in a separate bin. The ticket is outside her purse and items outside the bag and she thought someone looked through her items because the purse was zipped. Caller stated the agent rearranged her items and the problem was the way it was handled by not informing anyone what was happening. She went to a desk where 2 female agents were sitting and the agent who was either black or Mexican, larger frame was very rude to her. The manager stood up and asked which line she went through and they finally figured out which line and said they would look at the camera. She isn t missing anything, just the way it was handled, no communicate between the agents with the passengers and the agent told her her items weren t searched and her items were in a line that states waiting to be searched. She had to board and didn t have time to wait, just wants someone to be aware of what happened. She isn t a new traveler and feels like TSA doesn t communicate with travelers as they should. Both of the agents were rude to her, the one through the line and also the agent at the desk when she went to speak with them. The agent who was standing in the line was blond and 50-60s, shoulder length hair and the second agent at the desk with the manager was either black or Mexican, larger frame. The manager was dressed in a tan or off white suit and she was helpful, blondish-brown hair? Caller didn t like the attitude of the agents when she spoke with them, although she said they were frustrated and she was also, but, would never be rude to anyone. Stated she is a manager for two medical offices and understands when patients get frustrated and how to deal with them. Flew from MCO to AUS, Flight departed at 1:12PM, Flight #2417, Jetblue Response: Apologized to caller and explained following: 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.
11/19/2014 6:39:56 PM	Caller went through security at BOI. He went through the AIT machine and tsa told him they saw something at the top of the pants and he said he was searched and the officer put his hands down the back of his pants. He said he was humiliated and was not even offered to do the inspection in private. He states he is very angry. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory. Name: Jeff Carson CSM Phone: 208-338-8224
11/20/2014 5:10:57 PM	Caller has a complaint regarding a TSO (male) employee at JFK. Caller states he went through the AIT and was waved out by the TSO on the secure side of the checkpoint. Then the TSO began a patdown without any verbal communication with the passenger. Caller states he was not asked if he would consent to a patdown or if he would like a private screening. He asked for the TSO name and ID Number but he says it was busy and the TSO just waved him off. The incident occurred: at JFK between 4:15 to 4:30 EST on 11-19-14 at Terminal 7. Passenger also stated that if a patdown is going to be conducted it should be by the same gender and since the TSO did not communicate with him the TSO just assumed he was a male (which he is but what if he was not?). Passenger thinks this should be reported. 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. 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. Caller says SFB will not allow him to take liquids on the plane and he is a uniformed crew member. He asked for the information in an email.
11/21/2014 9:32:24 AM	I advised TSA understands the concerns over 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. He works for southwest. 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. Please note, TSA will always incorporate random and unpredictable security measures I advised I could escalate the issue the to the CSM but he did not want that. I sent the email.

Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening.

Advised,

I advised that he would want to speak with UES about the TPAP process. 855-347-8371

11/21/2014 1:26:34 PM Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

• Have metal implants that may alarm the walk-through metal detector;
• Need assistance;
• Have difficulty raising their arms; or
• Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.
Caller will be flying to Portland, OR with his wife to visit his son. He will be bringing a portable oxygen tank as a carry on. He will Des-connect. He is wondering if this will cause problem because it is not clear from website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used inflict for medical purposes. If a portable oxygen concentrator is not approved by the FAA for inflight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for inflight use by the FAA, please visit www.faa.gov about initiatives cabin_safety portable_oxygen

Offered to email this information.

Caller asked if he could just carry it on

11/22/2014 12:53:04 PM Advised:

A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

• Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
• Need assistance;
• Have difficulty raising their arms; or
• Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with airline.

Caller:
How can she get on for PreCheck? She is over 75 years old.
She had a bad experience leaving from Columbus. She had a lock broken and there was no NOI inside, just the broken lock.
What about the screening available for CBP and getting back into the country?

Advised Caller:

11/24/2014 9:48:22 AM For the lock, she should contact the airline to see what happened. With no NOI, that would indicate that that TSA did not inspect her luggage. The time that we are in possession of luggage is very short. Most luggage is electronically cleared and the the hand inspection results with an NOI that we are required to use.
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.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. You may also contact their customer support by e-mail at cbp.goes.support@dhs.gov or by telephone at (855) 873-4637 (855-USE GOES).

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number.
Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:
If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

11/24/2014 10:51:46 AM

I advised caller:
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.
Disability Description: The caller is diabetic, and must use an insulin pump. Additionally, she is on a liver transplant waiting list, and experiences extreme fatigue. Also, she has knee replacements

Response Details: Advised Caller:

I apologized to (b)(6) and informed her that I would record her complaint over the phone.

Also, I informed her that the compliment for the TSOs at ABQ would also be forwarded to the appropriate office.

Travelers may call TSA Cares toll free at (855) 787-2227 no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

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

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

11/24/2014 11:23:29 AM

Incident Details: The callers disabilities prevent her from filing a formal written complaint. Instead, she requested that the process be completed over the phone.

The caller and her husband flew from TYS to ABQ for a CALEA (Commission on Accreditation for Law Enforcement Agencies) conference, and was advised by her physician that the insulin pump could not undergo any type of electronic screening. While at the checkpoint, (b)(6) disconnected from the pump, and asked the TSO to wear a clean pair of gloves when conducting the physical inspection of the device due to the potential risk of infection. He informed her that he was unable to do so; therefore, she requested a patdown while wearing the device. A second TSO started yelling at her, and said that they were not allowed touch her insulin pump. He insisted that she walk into the AIT machine with the insulin pump, but (b)(6) (b)(6) informed him again that the device could not be screened in that manner. Once again, the TSO screamed at her, and said take off the device, put it in a container, and put it on the x-ray conveyor belt. He then made her go through the AIT while the device was screened by x-ray. She was afraid to argue with the second TSO, and thought he would deny her boarding over the incident.

Upon arriving to ABQ, the passenger contacted Medtronic, and was informed that the screening did not affect her readings. However, they informed her that the device should never be screened in that manner again. (b)(6) wanted to file a complaint, and felt that the TSOs failed to accommodate her disability. Also, she indicated that the second TSO was extremely rude, and should be reprimanded for his attitude and treatment of passengers with medical conditions. She plans on contacting her Congressman, John H. Duncan, regarding the incident.

Flight Information:

Date and Time of Flight: November 18, 2014; 7:36 AM
Departure Airport: TYS
Airline: United Airlines
I recently took a flight from Chicago's Ohare to Boston's Logan air field. I requested to opt out of the AIT machine. The TSA agent assured me it was safe. I again requested a pat down in very clear language. He told me to "go through the machine." I complied. When I told the agent on the other side of the machine that I felt my rights were being violated, he just narrowed his eyes and walked away.

11/25/2014 8:30:25 AM

Please tell me what language or action is required to not be irradiated while also not ending up on a no fly list.

Thank You.

(b)(6)

Caller flew out of Medford, OR and had silverware in her carry on bag. She had forks, spoons, and butter knives. At the TSA checkpoint she went through the AIT screening and about 15 minutes later her bags were screened. The TSA officer said she could not bring her butter knives as carry on and the caller stated that she went to the TSA web site and butter knives are allowed in carry-on. She asked the TSA officer if she could take the knives to her checked bag going to Alaska Airlines which she said was about 25 feet away and she was not allowed to do so. Her and her husband missed their flight by less than 5 minutes and had to pay $25 each to reschedule another flight. Instead of going on the first flight from Medford, OR to LAX they had to go from Medford to Seattle to LAX. A 4 hour flight verses an hour and a half flight. When she went through screening for the different flight, the butter knives were allowed to go in carry-on which is what she wanted to do on the first flight. She would like to get her $50 dollars back that she had to pay because of the delay of catching her original flight due to the TSA screening process.

Advised Caller:

11/25/2014 4:38:50 PM

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) and tools longer than 7 inches are prohibited in carry-on bags. However, these items may be transported in checked baggage. It is important to remember that the prohibited items list is not intended to be all-inclusive. A Transportation Security Officer may determine that an item not on this list is prohibited.

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 travel several times a year from Chicago (MDW) to Tampa (TPA) and never ever had problems had problems with the TSA being rude. 11-29-14 about 715-800am I opt out of going through the machine AIT machine which I always do. From you website it states it is my RIGHT to opt out. "Q. Can I choose the way I would like to be screened?
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough paldown. Signs are posted in front of each AIT location advising passengers of this right."

Which the TSA makes me feel that it is an inconvenience to them-but that is why they have jobs. I have no problem with the pat downs but the rudeness of (b)(6) and her supervisor (b)(6) at Tampa Airport yesterday was uncalled for this was terminal C for Southwest airlines. There was another young lady who almost missed her plane because her baggage need to be check besides what happen to me. I saw the complaint cards but did not feel comfortable in leaving them with airport because I thought it would just come up missing. The supervisor (b)(6) made a comment it was the busiest day of the year but they should also be prepared to handed that. I was almost in tears yesterday after (b)(6) yelled at me and made a scene. When I started looking at her name tag she called over her supervisor in which he made the comment about being busy. I do appreciate all the security at the airports that is not my problem. I do not appreciate the rudeness of TSA officers that feels like I am an inconvenience to make them do their job.

11/30/2014 1:09:35 PM

Travel time was 845-SW flight 4128

I also had my computer and money in my purse waiting for me in which (b)(6) was looking for the owner of them because I had a bag of coins in my purse that I forgot to take out.

(b)(6)

I hope this was video taped and I guess if I was in a wheelchair I would have no problem to opt out of the AIT machine (Just an observation from the yesterday).

Why is there no link on your website to file a formal complaint about rude employees?

Disability Description: The caller is calling regarding his wife. She had back surgery about a month ago.

Passengers Name (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AITm must under go a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until the meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

11/30/2014 1:45:14 PM

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

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:
Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could t go through screening since she could t raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she shouldn t have taken a wheelchair if she could t do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she Caller is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) s on the GE card, which is the same on the ticket. KTN (b)(6) . This number was included and the airline confirm its in the record. Caller has two artificial knees and has to get a patdown every time.

11/30/2014 4:54:49 PM

Advised Caller:

While some airports may allow individuals who are traveling with a TSA Pre\u2713™ eligible passenger to access the TSA Pre\u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u2713™-eligible passenger should not expect to be directed to the TSA Pre\u2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

The caller flew form Dallas to LAS, and a TSO was very rude. He stated that he embarrased him in the airport. He stated that the supervisor at DFW told him to call this number. He stated that he was following all the procedures and removed all his metal. He stated that he was trying not to lose track of his items, as he has done before. He stated that he had his ticket and his drivers license in his pocket with a comb. He stated that he relized that after he had told the officer that his pocket was cleared. He stated that he then removed the ticket and drivers license, and then the TSO once again asked him if the pockets was cleared. He stated that he then told him that a comb was in his pocket and removed it also. He stated that the TSO named (b)(6) started lecturing him by saying, Do you know what is meant by emptying the pockets, and he responsed by say yes. He stated that he kept lecturing him, and he was very vocal resulting in the embarrassment. He stated that he is diabetic and he has to make sure that his items are not contaminated by the carpets at the airport, so he has to be careful. He stated that he treated him like a dumb mexican, and he needs to learn to be nice to the public. He state that he was immature, and arrogant. He stated that he does feel that he was discriminated against. He stated that he was speaking to him very slowly, like he was not intelligent. He stated that he is educated. He stated that he did not say anything to the agent, as he was afraid that it would escalate the situation, and he would miss his flight. He stated that he was afraid that he would have been subjected to a cavity search and stipped.

He stated that he has high blood pressure and diabetes. He stated that he spoke with the STSO (b)(6) and she told him that he should not have do that, and provided our number to call. She also took the information also, and witness his incident.

Airport: DFW
Airline: American Airlines
Flight Number and Time: 1088 @ 11:30 am
Gate: C10
Date and Time: 11-30-2014 @ 10:30 am

12/1/2014 2:12:14 PM

****

TRANSFERRED CALL accepted by R. Fortune from (b)(6)

Told caller I do want to be certain he understands we can send a rude screener Complaint to the CSM but if he feels it was Discrimination we must have him put it in writing.
I am trying to access Lizas notes but want to go ahead and assist him.
I am sorry if you were upset and I asked why he felt the behavior was because he is Hispanic and what happened.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) no middle Name (b)(6)

Cell Phone #: (b)(6)

Email: (b)(6)

Caller:
Flew Delta from LaGuardia to FL. She states that she went through the AIT machine and both times she was stopped both times because of an anomaly on her arm. Should she go see a doctor, since she is not aware of what the issue is? What would make that anomaly show up?

12/2/2014 9:44:58 PM

Advised Caller:
TSA is required to clear all anomolies that show up on the AIT machines. I cannot say whether or not she should go see a doctor. An anomaly is identified as presenting an obstructed view to the officers that must be cleared for safety purposes.

From: (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

Date: November 24, 2014
Transportation Safety Association
12/2/2014 10:01:04 PM HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov
Dear TSA:
I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone.
Ever since 9/11, Muslims especially have been looked as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different.
I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."
In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred… managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues?
The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others.
Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items." (TSA, Online). Often this is not the case. From personal experience, I have
Dear TSA,

After I went through screening at Midway yesterday, I heard a TSA agent shout to another, "AIT". I asked another agent who was near me what AIT means. She said "It's one of our codes". I said, oh, what does it mean? She said I can't tell you. I said OK. A woman carrying a baby on her chest was going through, so I though the "I" might mean "infant."

Now I'm back home with access to a computer, so I Googled "TSA code AIT" and found out exactly what it means.

12/3/2014 4:09:01 PM I know TSA agents have a serious and stressful job, but replying "I can't tell you" to a simple question that can be answered on the Internet seems a little too uptight.

Other than little annoyances like that, you all do a great job.

Sincerely,

(b)(6)

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed 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 this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report

12/4/2014 5:07:04 PM this incident to her supervisor also.

Airport- MCI in Kansas City
Airline- US Air
Flight number- 599
Date and time of incident- 12-02-2014 3:00 pm
Baggage and tag numbers- Not provided
Description of baggage- Not provided
Was there and NOI- Not provided
Anything on NOI- Not provided
Specific location of incident- Gate 83
Contact information (phone number or email)- (b)(6)

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 12/4/2014 5:48:06 PM Airport : MIA - Miami International Date/Time of Travel :
Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Male Comment : When the scanning of the advanced imaging started, I was asked to use the technology. I was later asked to go to a private room and get a "pat down," later the male agent felt my penis. I didn't say anything, because I really wanted to get to my flight. But my question is -- is it normal TSA pat down protocol to touch crotch area?

12/4/2014 6:03:18 PM Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

12/5/2014 9:26:40 AM It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

Caller and her husband will be flying to tomorrow. He does not have a PreCheck notification and she does. She said that he is 82 years old and can not go through the checkpoint alone. She wanted to know if she can get PreCheck put back on his ticket or if he can go through the PreCheck line with her. She called United Airlines and was told that PreCheck is random. She said that they both enrolled in PreCheck.

I gave the following information: TSA PreCheck, identifies low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening. If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass.

While some airports may allow individuals who are traveling with a TSA PreCheck eligible passenger to access the TSA PreCheck lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA PreCheck-eligible passenger should not expect to be directed to the TSA PreCheck lane each time they fly. In addition, please remember that TSA PreCheck does not guarantee that an individual will receive expedited screening.

12/5/2014 1:28:00 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 paldown 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.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

I gave information per: http: blog.tsa.gov 2014 06 tsa-travel-tips-frequent-flyer-profile.html

If you check-in online before your flight and don't see a TSA PreCheck indicator on your boarding pass, contact your air carrier. They can update your Secure Flight information right away. If everything matches, you will be able to re-print your boarding pass again, hopefully with TSA PreCheck this time!

Caller said his wife flew home yesterday from LAX and went through the AIT machine. He said when she got home yesterday on both undersides of her breasts she had blisters and red lesions. He said it looks like a dark rash and blisters. He asked if it would be a common problem. He said they burn and they look like blisters. He asked if that back scatter wave was safe. ALSO: Caller said he did not want to report this.

12/5/2014 7:48:59 PM

RESPONSE: TSA currently uses millimeter wave AIT to safely screen passengers without physical contact, for metallic and nonmetallic threats. All AIT units deployed at airports are outfitted with software designed to enhance passenger privacy by eliminating passenger-specific images. AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. The 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 Transportation Security Officers who work near the equipment. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

ADD: Advised caller that we can take some of her flight information and can report this to the CSM at that Airport. TSA does track trends and I assure you that it would not be taken lightly.

Caller requested a supervisor.

Resolution:

I gave the call to M. Doughty.

12/7/2014 12:45:33 PM

M. Doughty took the call. The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got ot the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was upset that he was scanned so many times and thinks the TSO did not know how to work the machine. They asked him what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also has gum in his pocket, which he states he never got back. The TSO asked to search his wallet. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience. He stated they were very aggressive, mostly the femaile TSO. Next, they told him he must have his hands tested. He stated he has never had such a bad experience before.

Date and time: Yesterday, 12-6, at 6:20 a.m.

The call was disconnected and I attempted to call him back at 12:57 p.m. The call immediately went to a voicemail box, so I assume his phone went dead. I left a message and advised him to call us back with his flight details and we could forward this complaint to the CSM at SMF.

Caller was on the phone with a Supervisor that he wanted to speak with, he was in the process of filing a complaint because he was treated so poorly by the TSA officers. He provided the Event ID (b)(6) and requested that I go over

The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. The caller was asking the officer, if he was merging the lines, why was he placing people through the line in front of him because he was running late. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut and keep his head down. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was did not understand why he was scanned so many times and thinks the TSO did not know how to work the machine. At that point another TSO had to come along and help the officer on how to operate the machine. They asked the caller what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also had gum in his pocket, which he states he never got back. The TSO demanded to search his wallet, he was really shocked that an officer would ask that because they never do, so the caller said he did not want the TSO to be digging through his wallet and it made the officer really mad so their solution was that they put it through the xray machine instead, but the other officer snatched the wallet out of the callers hand and the TSO kept saying everyone can see what is in his wallet regardless how it is searched. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience because they were holding up other travelers just to look at his things, they were only doing this because he had questioned them about the machine. They were making him feel like they were in charge and purposely making him feel uncomfortable. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. While they tested his hands, he asked if he could put his shoes on and the officer was very spiteful saying there is no way he could put his shoes on until he was cleared. Another officer told this officer to call the Sheriffs office to take care of the caller. The caller was hoping they would because he was needing help, and he stated he is a police officer himself and was really being abused at this point. Caller stated that when a situation gets this way they are supposed to diffuse the situation not add more hostility to it, just smile and be friendly and usually it will end well. He stated he has never had such a bad experience before. At the very end of the screening the female officer that was so difficult from the beginning shewed him away from the screening checkpoint. He

12/7/2014 1:05:33 PM

stated they had no compassion, that they all just seemed to be rude to him for no reason and he understands that he shouldnt have been late, but he was and sometimes that happens. He pays to buy this ticket and travel through the airport, but these TSA officers are being paid to do this and they need to be able to do it professionally. He also wanted to add, that he will never use this airport again and he will write a letter to the Sacramento Administration to let them know he will never use it. He believes that the airport should be held responsible as well for how TSA treats people when going through screening because it is being done in their airport.

Airport: SMF
Airline: Southwest
Flight number: 1009
Date and time: 6:20am 12 6 14
Terminal or gate: Does not know
Time going through checkpoint: started the line at about 5:45 am
email (b)(6)

Apologized to the caller and told him this is not the way TSOs are trained, they are supposed to be respectful and professional during the process. Told him this flight information and complaint would be sent to the CSM at that airport, we track trends of complaints to address areas of concern. So hopefully the CSM will be able to ensure this never happens again to other passengers.

Caller states that last Monday he had an experience that seemed strange. TSA made a mistake. Caller flew from LAX to MIA for a connecting flight. He went to Terminal 4 for American Airlines. They were doing additional screening of passengers and swabbed his friend s hands. His friend passed the ETD screening and they went to wait by the boarding gate. Neither one of them ever went through WTMD or AIT and their carry on luggage never went through x-ray screening. They had several carry on bags. His friend said that he did not have anything special to allow him to pass screening so quickly. Caller states that he is concerned about the lax security at the checkpoint because he realizes that is not correct. Caller will be leaving the country to Guatemala on 12 11 2014 and will return 12 182014 in case they need to contact him about the incident later. Caller states that he loves this country, he is a citizen, and takes security very seriously because he was in the military.

Airport LAX
Airline American
Flight # 2260

12/8/2014 9:11:48 PM

Date Time 12 01 2014 955PM (flight) 745-830PM (screening)
Location Terminal 4

Advised caller:

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.

This incident will be referred to a Security Specialist.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back.The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

12/9/2014 3:01:11 PM

He asked how they received Precheck prior to completing the enrollment process.
He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening. TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis.*

1.TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis
http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE
Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she s gotten stopped twice and missed her flight one of those 2 times.

12/12/2014 7:41:24 PM

I 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. 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 caller:
The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
-Secondary screening
-Delayed or denied airport boarding
Advised he could apply at trip.dhs.gov.

Disability Description: Caller has a knee replacement and her son has Downs Syndrome

Information Request: Caller is a United retiree and she usually has to fly on standby and she can t call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn t want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is Carie Muirhead at 702-577 (b)(6)

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

12/17/2014 1:10:12 PM

Have metal implants that may alarm the walk-through metal detector;
Need assistance;
Have difficulty raising their arms; or
Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.
Passengers may ask for private screening at any time.
Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

Have an intellectual or developmental disability;

Caller is now in Terminal 1 of FLL. She just came through the checkpoint. She had to remove her shoes. There was glass that she stepped on somewhere along the way. At the checkpoint, they sprayed her foot with alcohol and gave her a band-aid. They offered to get her an ambulance, but she declined, indicating that she did not want to miss her flight.

Was a supervisor present?

The supervisor may have been there, but the agents all came over to assist. She wasn t sure if any of them was a supervisor.

I advised caller that I would send her information up to the CSM at the airport and would send her a claim form which does address personal injury.

12/17/2014 6:21:54 PM

1. Airport: FLL
2. Airline: United
3. Flight number: 1112
4. Departure date and time: 1948 hrs. this date.
5. Approximate time of incident: 1745 or 1800 hrs.
6. Location (terminal or gate number): Terminal 1, C-3 -- occurred at the checkpoint, inside the AIT machine.
7. Description of baggage: NA
8. Baggage claim numbers: NA
9. Notations on the NOI: NA
10. On behalf of: NA
11. Contact information: see above

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

The glass may have been inside the AIT machine. I apologized to caller for her experience. I advised her that I would send this up for review by the CSM within the hour. I will also provide your contact information as well. I did not make any statement that indicated that she should expect to receive contact.

12/17/2014 9:50:42 PM

Caller went saturday to New York Kennedy airport and had a flight to israel. He wants to know if the way he was treated is normal procedure. He was asked to remove his shoes and jacket. He went through the AIT and was subject to patdown to clear anomalies. He advised he took his hand and ran it around the his waistline and belt. He wants to know if this is normal procedure.

Advised.
You are required to remove your shoes and jacket for screening. If the AIT machine which is the machine you were screened by see any anomalies on the body you will be subject to a patdown to clear the anomalies. The patdown procedure is what you experienced.
Caller flew on November 29 and her checked baggage had NOI. She had an e-cigarette in her bag and before she left made sure it was tight. When she opened her bag it had leaked all over her items. She also had asked the TSO during screening process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

Advised Caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

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.

12/19/2014 10:04:43 AM

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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 experience.

Airport:	Sanford, FL to Bristol, TN
Airlines:	Allegiant
Flight:	??
Time:	1:10
Date:	November 29

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

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.

12/19/2014 1:39:05 PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.

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

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.
Caller stated that his wife (b)(6) was subjected to more screening that necessary at MCO today.
He explained that his wife is over 75 and the first agent told her it was ok to leave on her jacket, while the second asked her to remove it.

Next she showed her metal implant cards to the officer who sent her through the WTMD, and then when she alarmed she was asked to go through the AIT machine. After going through the AIT machine, she was wanded due to an anomoly being found between her shoulder blades.

Caller was furious that his wife had to be subjected to screening three times. He sent in a response via email some time ago, and recieved a response that the law upholds TSA, which made him more infuriated.

He spent several minutes yelling and telling me the same facts over and over.

12/19/2014 5:36:02 PM

He wanted someone from TSA to tell him that his wife would never be subjected to additional screening...just 1 time.

Response Details:
I did tell him that we could send his complaint to the CSM at MCO, and hopefully this type of situation would not recur.
However, I could not guarantee that his wife would never be subjected to additional screening. Especially if there is any sort of anomoly.

Details are:
Airport: MCO
Date and Time: 12.19.2014 415am
Gate: 55
Flight: 2062
Airline: US Air
Agent was 5.8 around 60 years of age

The caller is calling for her husband. She stated that she is a FF with United. She stated that he is 82 years of age. She stated that she has PreCheck on the flight for Christmas and he does not. She stated that it has always worked, expect for the flight for Thanksgiving. She stated that she went to the airline counter then and they were not able to do anything. She stated that they need to stay together as she is 73 and has a cane also. She stated that she thought it was based on age and medical condition.

I explained that TSA Precheck does not guarantee an individual expedited screening, even if they opt in through the airline as a FF, or include a KTN on the reservation 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 Precheck selection has nothing to do with age or medical condition.

12/21/2014 12:47:55 PM

I explained that there will be times that they do not have the benefits together. However, in 2015, travelers who are eligible to participate in TSA PreCheck as a frequent flyer with their airline will see a significant reduction in the number of times they are selected for expedited screening. This change is part of TSA's application of intelligence-driven, risk-based screening procedures and efforts to ensure that low-risk travelers continue to receive expedited screening on a consistent basis.

I explained that if an individual wants to get benefits on a consistent basis, she can apply for a Trusted Traveler program such as GE, or complete the TSA PreCheck application process.

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 at the normal checkpoint. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller states that she before she flew from PBI, she had opted out of the AIT on 12 16 at 5:15 am prior to JetBlue flight 762. She says she did not get the names of the 2 TSOs involved, but one had her name tag on upside down. Caller states that she has 2 hip replacements and a plate in her wrist. Caller says that the female TSO standing at the scanner called for assistance and the farther female TSO asked can she stand and caller said yes and the TSO at the scanner yelled yes. She says that then the farther TSO came over and almost knocked her over and all of her stuff ended up in floor and people were having to step over it. She states that she mentioned this but was ignored. Caller says that the worst TSO was the one by thescanner, who had long dark blond hair.

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.

12/22/2014 10:13:21 AM

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.
TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Flight information:
From to: PBI to LGA
Flight date time: 12 16 5:15 am
Flight number: 762
Airline: JetBlue
Airport: PBI
Gate Terminal: C10
Emai (b)(6)

Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.
What can he to to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.
He wants to ask what his options are for screening. The police were called at the checkpoint.
He was at the Billings Logan, Montana airport today.
Is Ralph the person he would need to speak with about his name added to a watch list? He did not proceed through screening.
(b)(

12/23/2014 7:04:57 PM

Advised:
I offered to provide safety and research information about the AIT. Caller declined.
Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.
He would have to undergo the screening the TSO directs him to.
Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

Ralph Barclay
Phone: 406-255(b)(6)
Email (b)(6)

Disability Description: ODPO Follow Up Complaint for LAX

Response Details: I first apologized to the caller for this experience. I told the caller normally by requesting assistance if the service is not available upon arrival that passengers can request a PSS for the assistance. I told the caller I would record his complaint and get this forwarded over to the CSM at LAX.

I confirmed from the callers previous call that he did call to request the assistance. I seen that the caller also called 2 additional times after to verify the assistance was requested for his father.

This is the information from the callers previous calls in to the contact center.

Call 1) 12 12 2014 8:10:43 PM
Notes- Sending to ODPO, CSM, and Coordination Center at HNL and LAX as a Request for Assistance. E Vaisey 12-12-14

Call 2) 12 19 2014 2:40:00 PM
The RFA was sent to both airports 12-12-14 and if they do not contact him from LAX, he can request that PSS at the checkpoint.

12/24/2014 11:23:39 AM

Call 3) 12 23 2014 1:10:28 PM

The RFA was sent to both airports 12-12-14 and if they do not contact him from LAX, he can request that PSS at the checkpoint.

I told the caller I would forward this complaint to the CSM at LAX.

Incident Details: The caller stated he called the contact center on 12 12 14 to request assistance for his departing flight out of HNL and for his return flight out of LAX. The caller stated he called in 2 different occasions after 12 12 14 to confirm and verify his assistance was requested. He stated he was given confirmation both calls that his assistance was requested. The caller stated the assistance provided to him at HNL was exceptional. He stated he received a phone call in advance letting him know someone would be waiting for his family at the checkpoint upon his arrival. He stated a PSS met him at the gate. He stated he was completely satisfied with the wonderful service his family was provided at HNL.

He stated he received no phone call from LAX. He stated he received no assistance at LAX. He stated when he arrived at the first station in the airport he let the girl know that he had requested assistance. He asked if he could request a PSS since no assistance was waiting for him. He stated the girl requested a supervisor over her radio. He stated he was instructed by the girl to go up the escalator and a supervisor would meet them at the top. He stated no supervisor or no PSS ever met him or assisted him. He stated at the checkpoint he was asked if his father could get out of the wheelchair for screening. He told them no he could not. He said him and his family was instructed to go over to the area of the AIT and that his elder father would be pushed through the screening process. He stated some time later a family member realized that his father was left by himself unattended at the area the family was before being asked to proceed to the AIT area. He stated he was told an officer would assist his father through the screening but that did not happen. He stated the officer just left his elder father in the wheelchair unattended with no body there to assist him. He stated he is very un satisfied with this experience. He stated the employees lacked knowledge and seemed to not have a clue about their job. He stated he wanted to file a complaint about this issue. He did not like the way him and his family was treated that was very disrespectful and rude.

Caller flew from LAS to CA. Caller had SSSS on his boarding pass and got a secondary screening. Caller wanted to know what was wrong.

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 "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

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

12/26/2014 4:52:22 PM

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

• 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.

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

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

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

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

Caller is flying from MSY to ATL to West Palm tomorrow. Her husband has a pacemaker and cannot go through certain screenings. When they went through from West Palm, he was rushed into the AIT and she wants to know if someone did the wrong thing. She said that they were told that people who have a pacemaker can go through the AIT. She just wants to make sure that it is safe and will not harm him. She also wants to know if she will have to take her laptop from her bag when she gets to the checkpoint.

12/27/2014 1:18:33 PM

Advised caller:

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 that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

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.

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 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:

12/28/2014 10:25:33 AM

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

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

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

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

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

Caller is currently at DTW. Caller opted out of AIT because she is a cancer survivor. Caller said she was told to wait, and she waited for 20 minutes. Caller said that the woman who told her to wait was a female. Caller said she then asked for a supervisor and when the supervisor got there she was very rude. Caller said the supervisor name was (b)(6) and she was African American with short hair. Caller said (b)(6) told her that she didn t want to pat her down because she was going ton break. Caller then said that (b)(6) left and came back 2 minutes later and just looked the the caller. Caller then said that someone else patted her down and (b)(6) just looked at her the entire time. Caller has blond hair and was wearing a black t-shirt and jeans.

12/28/2014 5:54:47 PM

Airport: Detroit
Airline: Delta
Flight number: DL1370
Date and Time: 12 28 2014 5:30pm
Location: A21
Email (b)(6)

I advised:

TSA monitors the number and nature of complaints we receive to track trends and identify 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.

Since 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.

The callers mother flew from JFK to CLT on Jetblue today departing at 8 AM. She went through screening around 7 AM. She stated that she has a complaint about screening. She stated that she has locked hair and that is her natural state. She stated that she believe that this is a racial issue and that she was chosen for additional screening based on her race because nobody else during screening gets their hair patted down. She stated that it was her son, her mother, and herself. She stated that her mother was also complaining that her sons gential parts were being touched too much. She stated that she feels that this is all racial discrimination.. She stated that they have no reason to touch her hair when she flys. She stated that they should be able to wear their hair anyway that they would like and not been subjected to that. She stated that there were no hairpieces or hair pins involved.

I explained that if she goes through the screening process and her hair anomilies the AIT or we can not clearly see the hair, a patdown would be required to clear the alarm. Even, hairpins and hair pieces can alarm the screenig process, which would result, the passenger's head area must be searched with a limited patdown.

12/29/2014 3:07:28 PM

For a civil rights complaint to be official the following has to be completed in writing:

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.

TSA accepts e-mails as being signed or she can mail it in. We will email her the information for filing the complaint also.

12/30/2014 6:03:48 PM

Feedback Type : Compliment
Categories : Screening; Advanced Imaging Technology Current Date/Time : 12/30/2014 5:48:43 PM Airport : SAN - San Diego International Date/Time of Travel : 12/28/2014 Airline & Flight Number : sw FLT 3322 Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) : All Great Comment : The placement of the Body Scanner was the Least smart Thing i have ever seen. It was put at TSA precheck and they arent even required to use it. (Bone Headed) I am a friquent flighter, and Its been over 5 years i've ben waiting to the body scanner. and was told it couldnt be done, and mid of this year i heard we could now get body scanners just by moving a few pipes and raise the celing.(was so excited) But then i couldnt belive my eyes when i saw where they put it :-(. I talk to at leasest 5 TSA inspectors and they agreed it was some bonehead in upstairs that made this crazy decision. Most of the people that need a body scanner like perfered flyiers(without TSA precheck) the elderly and people with medical implantes cant used Terminal 1's only body scanner. Please fix This ASAP 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 doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. THe supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startler her and make her fall.
She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Response Details: Response Details:
I spoke to floor support, (b)(and then spoke back to the caller. I told her to she may need to opt out and ask for a patdown so she would not be startled by the movement of the AIT. She stated this too can startle her if they hit a point in her back. I said to her she can be face to face with the agent and give them the instructions on her needs as well as request the assistance so we can help her as well.
She felt they did not want her to ask for patdown. I told her it was her choice and she can ask for a patdown anytime for her screening. I was so sorry they couldnt coordinate this for her.

I explained to her to make this a formal complaint she would need to put the complaint in writing and we have contact information to send it but she did not want it, she said she knew about it already and knew where to send it if she decided to send it.

12/31/2014 3:48:00 PM

She can file a claim.
She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim from to them as well. She wanted one mailed to her.

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 was so sorry this was happening to her.

I am forwarding her complaint to the CSM as well
969 Return 12 28 2014 2:55:00 PM Southwest Airlines MDW

Incident Details: Disability Description: Caller doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. THe supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startler her and make her fall.
She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Caller is upset because she bought a TSA approved lock and when she arrived at her destination the lock was missing. She flew from McGhee Tyson Airport and when she came back from her trip on December 31st she went to talk to TSA about her missing lock. It was around 11:15 am and 4 TSA agents were standing there and one agent gave her a card and said call this number and they will send you a new lock. She is upset because of the way she was spoken to. She is 75 years old and felt she was being spoken to very dismissive. She bought a TSA lock so it would be easier but since her lock was missing all her items were left for someone to take. There was not a NOI in her bag but caller stated that at McGhee Tyson they open checked baggage there at the check point and normally she watches but this time she did not because she had the approved TSA Lock

Advised Caller:

Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes.

1/2/2015 9:42:00 AM

In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and with little delay. TSA cannot, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which may also cause damage to checked baggage.

Since 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

while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

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

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

Caller did not want to file a claim for the missing lock she just wanted to let TSA know she did not like the way she was spoken to.

Caller went to express her concerns to a supervisor at DEN due to a negative experience. She was told to call us. She has had similar issues multiple times. She traveled on December 27th with United on flight 6224. She is a Precheck member and went through the Precheck line. She has 2 hip replacements. Since she asked to go through the AIT she was directed to a different lane. She asked if she would have to take off shoes and remove her 3-1-1 bag and she was told No by 2 TSOs. A TSO at the checkpoint she was directed to told her that she needed to. She was holding up the line due to her ability to remove her shoes. The TSO was disrespectful in her opinion. She stated that the TSOs need to be trained to have respect.

1/2/2015 12:06:31 PM

Response:
Airport: DEN
Airline: United
Flight Number: 6224
Departure Time: 12:30 pm
Arrival Time: 400 pm
Specific Location (Terminal-Gate): United Terminal B- Directed to lane 5 from the Precheck lane

Advised caller that TSOs are trained to show respect and dignity to travelers.

Since 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.

Advised caller that she can ask for a PSS before screening begins to get assistance at the checkpoint.

She can also set up assistance by calling TSA Cares 855-787-2227

Passengers who have a disability that does not allow them to easily remove their shoes don t have to even if they are not selected for Precheck. They just need to notify the TSOs about their complication.

From (b)(6)
Sent: Friday, January 02, 2015 5:04 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 1/2/2015 5:03:36 PM

1/2/2015 6:14:36 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Complaint about TSA screener

Comments:

I was preparing to board American Airlines flight 2563 at DFW this morning (somewhere around 6:30 to 7:00 a.m., though I didn't note the exact time). As I prepared to leave the AIT screening device to move forward toward my gate, TSA Agent (b)(6)

I'd like to give a mild complaint about an incident at Tampa Airport security screening this morning, between 5:10 and 5:45 am. My daughters (ages 16 and 18) and I were catching united flight 1507 to Newark leaving at 5:57 am on January 3, 2014.

I asked the screening agents to allow my daughters to skip going through the AIT machine. The agents set my daughters aside for a pat down while I went through the AIT and waited for them on the other side. It was very busy, so I knew it would take extra time. But after 20 minutes, I started to suspect that the agents were actually extremely annoyed and were trying to teach me a lesson—show me that I'm an idiot, and that they have the power to make us miss our plane (though we arrived nearly an hour ahead of take-off). After my first daughter finally got a pat down, and I saw the hostility directed toward us, I gave up on the second daughter and sent her through the AIT machine. I had no choice really, as our plane was so close to take off.

After we ran for our plane, my daughters told me they were very upset. They said that when they were waiting, the agents were radioing loudly and complaining about "the mother" insisting on a pat down, and basically making a scene to embarrass them. They felt so humiliated. Honestly, I really thought it was our option, so I had been very polite and patient about it.

1/4/2015 9:32:43 AM

I do not blame the agents, but you do have the system set up so that it is impossible for a passenger to decline the AIT. I think you need to be honest about that. The security agents are human and "special orders" are going to annoy them when they are busy. Some agents will lose their professionalism and engage in petty power struggles, which they will obviously win at 5 minutes to take off.

Your web site says the following:

Q. Can I choose the way I would like to be screened?

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

But please, be honest! Given my experience I would add a few lines to this:
Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

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.

1/5/2015 5:46:42 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.

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

Caller states that when she became disabled she got PreCheck. She has been getting Precheck for a couple of years. She was not chosen for PreCheck for her upcoming flight. Caller would like to know why. Caller has a broken arm and will not be able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won t get PreCheck.

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 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. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.
Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

1/5/2015 9:39:30 PM

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

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. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

1/6/2015 12:29:15 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. There is no way for a passenger to completely avoid a patdown for screening.

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 or required to remove or lift any article of clothing to reveal a sensitive body area.

Caller is wanting to address his concerns with the TSA PreCheck lane at LAX united complex departure level terminal 8. Caller stated that they do not have a AIT machine there. When you go through the WTMD and it alarms they were sending passengers back and making them remove their shoes, belt, 3-1-1 bags, and laptops and going through the WTMD again. Caller stated that it causing the wait time for other passengers to go up and was defeating the purpose of PreCheck. Caller did not want to provide any further information or contact method he just wants his complaint to be given to management at LAX.

1/6/2015 3:44:28 PM

Advised caller:

Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller flew on Oct 25 from LAS to LAX. She was in the precheck line, and she has a knee replacement. Her arm was caught in the conveyor belt. When she got to the AIT she noticed she was bleeding. When she got through AIT, she asked for a band-aid, and the TSO told her they had no band-aids. He did not follow any protocol that the airport has in place. A passenger gave her a wipe and a small band aid. She was a checkpoint B. Flight departed at 10:30 AM, she arrived around 8 or 8:15AM.

1/9/2015 3:12:24 PM

Advised,

I advised I would forward her complaint to LAS.

Caller stated that she and her husband are flying from LAS to HNL and he got PreCheck but she did not.
They have never applied for GE or TPAP; nor are they frequent flyers.
She is currently 74 and wanders if she will have to do the normally screening forever.

Advised caller:
It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Currently TSA is randomly selected passengers for PreCheck based on their secure flight data. The secure flight data is submitted to TSA from the airlines; then TSA identifies passengers as low-risk.

1/9/2015 9:29:17 PM

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u2713™ application program or Global Entry. If you are interested in TPAP or GE, you would have to have an interview, background check and fingerprints. The filing fee for TPAP is 85.00, while the GE is 100.00. With GE the reason the filing fee is more is because when you arrive in the US from travels abroad, you will be able to go through Customs faster.
You can apply on the web either at tsa.gov or globalentry.gov.

For those who appear to be over 75
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.

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels alot and she knows TSA gets alot of complaints. Every single time she goes through in checked luggage, it is ramsacked. She has friends that travel and never get theirs inspected. She doesnt bother to lock her suitcase that always get cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no since of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away She has had breast cancer and used to request a patdown but she doesnt anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

1/11/2015 11:59:48 AM

Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Explained to the caller that we do not actually send passengers through an Xray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an xray machine are passengers belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the xray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and recieved TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

1/12/2015 11:59:06 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.

I advised the caller that I can t speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she beleives she is on a watch list, or if the additional screening is an on-going issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

1/12/2015 5:20:31 PM

REASON for the call:She wants to make a complaint.
Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her.
She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am
Gate and Terminal:Not Sure
Airport:Orlando International
Airline:Southwest
Flight Number:Not sure
Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.
Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
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. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.
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

1/12/2015 6:06:28 PM

Hi,

My family of four plus our friends (family of four as well) flew with Spirit Airlines on Tues Dec 30 th at 9:43 am from DTW Airport to Fort Myers. Checking our luggage we had no problems, everyone was pleasant. Since my daughter is 11 years old we went into the designated area to show our passports. While waiting in line one of the female TSA officers, swabbed my hands with paper. She did not say what she was doing or why? Our friends went to the counter to show their passports. My daughter and I went to the counter and were yelled at by the lady " one at a time". I went to the counter with my daughter because she didn't know what to do. After that, we went to the screening area, there was a male TSA officer yelling at all of us and giving orders. I have a question and here is where I am making a complaint. My 15 year old son (b)(6) was ahead of me and there was a lady ahead of him , she went through the walk-through metal detector and set it off, she was yelled at by the officer to stand next to the AIT machine. My son went next through the walk-through detector and set the alarm off and to was yelled at by the officer to stand beside the AIT machine. Then I went and the alarm went off , I too was yelled at to stand beside the machine. How come my son was not told to go through the the walk - through metal detector again? The officer had the lady that was ahead of (b)(go through the AIT machine and then (b)(had to go through it. I heard the TSA officer ask my son 3 times how old he was and he said 15 years old. I thought we have the right to say no to the AIT machine ? The officer never gave my son the chance to say no the the AIT. After the AIT my son, then was patted down and he was looking at me , wondering WHAT was going on and he was almost going to cry. He was upset and so was I!! My son set the alarm off once and so did I. How come I never had to go through the AIT or was patted down? I went through the walk- through detector and was fine. My son wasn't mean or not listening, he was quiet and doing as he was told. Is it normal TSA procedure to not explain what is going on and to be yelling at people? If it was a random procedure of screening, why do all three screenings and why a child? My son is a child, he is 15 , not 18 and an adult. Our family does not travel very often and this was a very , very upsetting experience, we have never experienced TSA officers treating people poorly before. Coming back from Florida Fort Myers Airport, the Female TSA officer explained when she used the wand to check for chemicals on the hands. The male TSA officer at the counter checking passports was very nice and pleasant , same with at the metal detector and all of us went through and no alarms went off. There wasn't any yelling and ordering us around. They were very kind . The DTW Airport was a bit busy, maybe the officers were stressed out, but that is no reason to treat us terribly. I see on the TSA website that security officers will approach children gently and treat them with respect , we didn't find that at DTW Airport . I realize that with everything that's going on in the world, that TSA is trying to protect us, but, treating people with respect and not like animals should be a big priority. Hopefully, someone can answer my questions and see that the complaint gets read .

(b)(6) Our email address is (b)(6)

Sent from my iPad

Caller feels like she has been harassed at the airport today by TSO (b)(6) Caller stated that she opted out of the AIT as she always does. They advised her to stand on a mat at the checkpoint and the location of the mat prevented her from maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to man handle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent his from happening as she does not want to pay $85 for TSA PreCheck.

Advised caller:

1/14/2015 12:32:18 PM

REASON for the call: Screener rudeness
Date Time: 01 14 2015 12:00 pm
Gate Terminal: Terminal 2 to gates C and D
Airport: RDU
Airline: American airlines
Flight #: 1620
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify 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.

Special Notes:

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 12/19/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/14/2015 12:45:38 PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Harrisburg, PA 17110

Email Address: (b)(6)

Phone Number: (b)(6)

Caller flew from LGA via WestJet but when she went through screening she did not like the way she was screened. Caller did not want to under go the AIT or Patdown because she is OCD and a Germaphobic. Caller also stated she did not like the way they patted her down and searched her bag. Caller then stated the officers where very rude to her.

Advised Caller:

Told caller we would forward the issue to the CSM for review since the screeners where rude to her.

1/14/2015 3:38:31 PM

CSM RFI
REASON for the call: Caller stated the screeners where rude to her
Date Time: 01.12.15 - 6:00pm
Gate Terminal: D
Airport: LGA
Airline: West Jet
Flight #: 1219
Bag tag # (10digit:
Bag Description:
Missing Damaged item description:
NOI:
RESOLUTION to the caller's issue:
Special Notes: Caller had no information on the officers.

Caller does not have a email and stated if the CSM needs to contact her she needs to call.

The caller is at OAK. The caller states that they had 1 AIT open for everyone at the Southwest terminal to go through. She arrived at the airport 1 hour prior to her flight and was in line for 30 minutes and missed her flight. The caller will get the facts and file a formal complaint. The caller will go back to Southwest and speak to them again.

1/15/2015 9:38:25 AM The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. We recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

The caller states that she does not need to arrive 2 hours in advance of her flight she states that TSA needs to open more lanes.
Caller works at ATL and is needing to know why the process for employees have changed from being able to go through the WTMD to the AIT screening.

1/15/2015 1:39:27 PM Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint.
I advised him that I do not have information as to why the screening process has changed for airport employees at ATL so I am advising him to contact the CSM at ATL for additional assistance with this question.

CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

REASON for the call: Caller said he flew from Daytona Beach to Charlotte. Caller said he was told to put the wallet in the bin for x-ray screening and he has money missing from his wallet. Caller wanted to know why he was told to put his wallet in the bin for x-ray screening.

1/15/2015 6:01:37 PM Date Time: 1 15 2015 at 7:30-8:00am
Airport: Daytona Beach
Airline: US Airways
Gate Terminal: Gate 6
Flight #: 5068
Bag Description: Dark brown leather bi-fold wallet
Missing Damaged item description: Caller said he thinks he is missing between $100-$150
NOI: n.a.
Email: (b)(6)

RESOLUTION to the caller's issue: 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 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.
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.Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Caller has issues when traveling to and from the US. Caller is seeing SSSS on her boarding pass and is having to undergo additional screening when she goes through the checkpoint.Caller normally uses United Airlines and will be flying from HNL to the UK tomorrow.

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 "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.

1/21/2015 1:49:17 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. 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:
• 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.
DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

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

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

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

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

1/21/2015 2:26:21 PM

Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.
Date Time: 1 16 2015 9:05 am
Gate Terminal: N A
Airport: San Jose
Airline: Southwest
Flight #: 301
RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.
Special Notes:

Caller went through the AIT screening at Austin TX. He put his bags on the conveyor belt and he had two laptops and a speaker in his bags. After he went through the AIT the TSO said they had to inspect his bags and would not let the traveler walk over to where his bags were being screened. He forgot he had lotion in the bags which were over the 3.4 oz limit and was offered to put in checked baggage but then was told it was too late to put in checked baggage. They screened his laptops and speakers and he did not know they had taken them out of his bags because when he fly out of Indianapolis they did not ask him to remove his laptops for screening or take his shoes off there. He was not aware that was the rule so when he was screened in Austin he did not take his laptops out. When he was told he was cleared to go he grabbed his bags. It was not until he was on the plane that he realize his laptops and speaker were not in his bag. He ran to the screening check point and got the items but it caused him to miss his flight. He was scheduled to perform at a church and is now not going to be paid. Very upset that the TSO did not put his laptops and speaker back in his bags since they took them out or at least tell him they had taken them out. He also wants to know if Austin Airport has the option to mail items that need to be left at the check point. Caller asked for the phone number of TSA officials.

His Contact information is: (b)(6) and if you respond make it to the ATTN: TSA Check

1/23/2015 5:22:32 PM

(b)(6) was the TSO he dealt with and said his customer service was t not good.

Airport: Austin Bergstrom
Screening: in 3:30PM
Airlines : United 4:05 to arrive in Houston at 5:06 PM

Reason for the call: Caller has a complaint on the way he was screened and specifically that he was made to go through the AIT.
Date and Time (departure time and arrival time): 1-26-15 @ 10:53 p.m.
Gate Terminal: Gate 33B, Terminal 3
Airport: LAX
Airline: JetBlue
Flight Number: 100
Baggage tag number (10 digits): N-A
Description of Baggage: N-A
Missing Damaged item description: N-A
NOI: N-A
Anything on the NOI: N-A
Resolution to the caller's issue: Forward to the CSM
Special Notes: He went through the checkpoint at 8:45 p.m. The TSO had white hair, he was the oldest one there, around his 60s, bald on the top of his head, he had a white beard and he was American (later specified that he meant caucasian). He had an attitude and was pushing him around (not literally) but did consider the attitude abusive. He states he has never been treated that way. He was told to not take off his shoes, belt and jacket. He was told to go through the AIT twice because anomolies were detected all over his body. He states he was exposed to too much radiation and that upset him. He received a patdown due to that which he does not have a problem with. He feels he was forced to be screened that way.

1/26/2015 10:44:35 AM

Caller fell at one of the airports security checks. She called that airport and spoke to many different people and was given many different numbers and she cant get anyone to help her. This happened at Honolulu, on Dec 30 she fell about 5:30 They did take a report on this as well. She fell during the AIT screening.

CSM RFI----Mishandling RFI
REASON for the call: Caller fell during the AIT screening
Date Time: 12-30-15 Departed at 8pm
Gate Terminal: ????
Airport: Honolulu to Dallas Fort Worth
Airline: American
Flight #: ????
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged ite m description: She says her left leg was hurt, it is her upper inside left thigh and down behind her knee
NOI: NA

1/26/2015 3:14:45 PM

REASON for the call: Caller told the screener in ATL she didn t want to go through the AIT. When she flies out of MSP you go through and gather your things and they do the patdown on the other side. In Atlanta they would not do that. She had to wait somewhere else with her belongings unattended. She asked them if she could get her things and they told her no. She told them if her belongings are gone that they were responsible for them. They suddenly became rude to her and told her not to talk back to her. She was coming in from Mexico City through ATL and back to MSP and no one was keeping an eye on her things. One TSO was a man about 6 4, 300 pounds and the other a woman 5 1, 150 pounds with glasses and short, cropped, black hair with gray. The woman was the one who told her not to talk back. What they did was a very punitive thing to tell her to go stand over there and not to talk to her. She finally had to go thorugh the AIT because she was waiting so long and she is reporting this because they are probably doing it to other people.

1/26/2015 4:49:26 PM

Date Time: January 24, 2015, 330 pm
Gate Terminal: Gate B20
Airport: Atlanta Hartsfield
Airline: Delta
Flight #: 300
Bag tag # 10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Told the caller I would forward this information to the CSM at the airport for investigation.
Special Notes: N A

Caller left a message at Newark Liberty Airport, but only gets a voicemail for the CSM. Caller flew January 1st from EWR to Vietnam. Caller said the security process was terrible and he observed other elderly passengers, not himself, being treated like they were not humans. Caller said everything was unprofessional and of no help. Caller said he was never screened. Caller claimed he was not screened, but yet stood in the machine and was told its done so he was screened. Essentially he was screened by the AIT with no anomalies and was told to go on. Caller did not feel he was targeted or treated this way but others he observed. Caller said this has happened before at EWR Terminal C.

1/27/2015 2:30:13 PM

REASON for the call:
Date Time: 1-1-15 12:15PM
Gate Terminal: Terminal C
Airport: EWR
Airline: United
Flight #: 179
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wtmd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has alredy called the CSM today at the airport and she told him to call us. He said he is disabled and he said the alt machine is not available at the TSA precheck line and they wont walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

1/27/2015 5:22:48 PM

REASON for the call:Complaint
Date Time: 01-8-15 at 8 am
Gate Terminal:Terminal 4
Airport:LAX
Airline:American
Flight #:2381
RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport.
Special Notes:His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

Caller just experienced a rude screener at the Denver Airport. The caller opted out of the AIT due to the fear that it puts out unsafe levels of radiation. The TSO then asked if she was pregnant and asked if that was why she did not want to be screened via AIT. The TSO proceeded to tell the caller that if she had a cell phone it probably put out more radiation than the AIT. The caller felt that the TSO was extremely rude and her comments were unwarranted. She stated her feelings were hurt particularly by the comment about her being pregnant.

1/28/2015 1:26:44 PM

Airport: Denver
Airline: Southwest
Flight Numbers: 211
Date and Time of Incident: 1 28 15 1:15 EST
Location of Incident (Terminal or Gate):
Officers Name: Not Provided. The caller state that she was an elderly woman.
Contact information (phone number or EMAIL): (b)(6)

Caller stated she is an employee with the federal government with GSA and gets TSA PreCheck but did not get it on her latest flight. The caller would like to know if PreCheck is given at random. The caller would also like to make a complaint about the way she was screened at the McCarran airport. The caller stated she was in line for screening and went through the AIT machine and she was told to step to the side and all of a sudden she was being frisked without any warning. The caller said the female TSO she was tall with dark hair, probably about 5 feet 10 inches tall and was african american.

REASON for the call: Caller would like to make a complaint about the way she was screened at LAS.
Date Time: 01 28 2015 4:30 Las Vegas time
Gate Terminal: Terminal 1, Gate C
1/28/2015 Airport: LAS
7:39:23 Airline: N A
PM Flight #: N A
Bag tag # (10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: I apologized to the caller and informed her that I would send her complaint to the CSM for further review.
Special Notes:

Caller flew Sunday from JFK and on Wednesday from RSW and in both cases she went throught the AIT and was waived out of it someone patted her hair.

She said she filed a complaint in mid summer 2014 and TSA investigated and sent her some information that the agent was in the wrong and they are reviewing policy but that is all it said.
She stated she is 36 and she feels she is being racial profiled by the extra screening of her hair and she wants to file another discrimination complaint as well.

Caller wants a packet so she can file a complaint again for racial profiling and she wants to file a screening complaint on both airports and the hair screening rule itself.

COMPLAINT # 1:
At JFK someone patted her hair with no warning after waiving her out of the AIT.
DETAILS:
01-25-15 JFK at 10:45 top 10:50 AM at JetBlue Terminal 5 (Flight 1129)
She exited the AIT and the TSO waived her thorough and then she witout warning patted down her hair.
She was a tall african american with cinnamon colored complexion and her long dark brown hair with orange roots was pulled pulled back in a pony tail
1/30/2015 She was at the AIT to the immediate right of the Supervisors desk and she spoke to the Mgr. (b)(6)
12:15:30 Caller stated she wants to file a complaint because it was like being attacked by a stranger on the street to have someone pat her hair without warning.
PM

COMPLAINT #2:

At RSW the agent did warn her that she needed to pat her hair down and initially she declined it and they refused to let her fly unless she allowed the patdown of her hair. She did have some bobby pins but could not remove them without messing up her hair but it was clear to see what the issue was. They called a supervisor and she just rolled her eyes around at her and they called a Manager who said they get into trouble if they do not do their jobs and the AIT showed as an anomoly It was 5:30 AM and she ended up in tears before it was over.
DETAILS:
1-28-15 she flew from RSW on a 6 am flight from Terminal (did not know) on Jet Blue Flight 130 She was at the checkpoitn around 5:10 AM to 5:20 AM.
Her complaint is that the Supevisor who came over to her was not empathetic to her situation at all. (Note: Initially she said the TSO rolled her eyes at her but when I repeated it back she would not agree to what she had said and changed to saying she was just not empathetic and was not a good representative to TSA).
The TSO was a white older lady with dark brown hair with a reddish hue.

Mishandling RFI
REASON for the call: Caller says that he has a problem with a malfunctioning piece of equipment at the airport. The TSA personnel aren t acknowledging that this machine has problems.
He claims the AIT machine at the airport is detecting nonexistent anomalies.
He says the machine is showing objects that do not exist.
He wants it fixed, he wants someone to acknowledge this and send him an email back confirming the equipment has been repaired.

He said the checkpoint 3 is where it s at and he notified the supervisor on duty, Supervisor (b)(6)

Date Time: January 30 at 2:00PM
Gate Terminal: Checkpoint 3 Terminal 1
Airport: San Diego
1/30/2015 5:02:03 PM Airline: Alaska
Flight #: not available
Bag tag # (10digit: No
Bag Description: No
Missing Damaged item description: The AIT equipment at checkpoint 1
NOI: NA
Email: (b)(6)

RESOLUTION to the caller's issue:
I will forward this complaint to the Customer Support Manager for TSA at San Diego and make them aware of the incident and faulty equipment.

I told him that I couldn t guarantee a reply from them, but he made it very clear what he wanted by demanding they sent him an email response updating him on the information.

I apologized for any inconvenience and told him I would report this to the appropriate authority for TSA at San Diego.
Caller has a complaint. He says every single time he goes through the screening machine, it gives a false alarm. He says 100 percent of the time he gets an alarm and he gets a patdown. He wants to know why they use this kind of stupid machine. He wants them to have a better machine for screening, he says it invades his privacy.

CSM RFI----Mishandling RFI
REASON for the call: Caller is upset his body has to be touched every week for screening.
Date Time: NA
2/2/2015 10:59:23 AM Gate Terminal: NA
Airport: He says every single airport
Airline: Every single airport
Flight #: NA
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: Caller is upset about the AIT screening
NOI: NA

Disability Description: The caller is 80 years old, has a pacemaker that cannot be screened by the AIT or WTMD.

Incident Details: The caller has a home in CO, and flies from EGE often. However, he always encounters difficulty when interacting with the TSOs. In particular, he is always forced to remove his shoes and jacket, even after informing the officers that he is 80 years old. He indicated that the TSOs are rude, and use a threat that he will not be cleared to fly without complying with the demand to remove his shoes. Additionally, on his last flight, he was told to go through the electronic screening even though he had a pacemaker. He wanted to file a complaint with the CSM at EGE.

2/6/2015 10:28:51 AM Date and Time of Flight: July 10, 2014; 8:00 AM
Departure Airport: EGE
Airline: American Airlines
Flight Number: 1244
Description of TSO: A caucasian male in his 40s.

	Caller said she is at DFW airport and she asked why does she have to go through the extensive screening process. She said she lives in Istanbul and is traveling there and she already went through the TSA screening and she said the Supervisor checked her passport and she had a full patdown after she went through the ait machine. She said her Iga s were screened as well. She said when the Officer looked at her passport before she was screened she called the Supervisor over and she asked does she have to go through this each time. She said she feels like she is being treated a differently because of her nationality and the fact that she had a one way ticket. She said she has a one way ticket to Istanbul and is this why this happened and she said after the screening they called the Supervisor back over. She said she does not want to go any further and she declined the CSM phone # and she declined giving me her flight info for the CSM. She did however, want hte email regarding the civil rights complaint.She said the Officer told her there was a reason why she went through this and to call TSA for that reason. She asked if this can be a random selection.
2/7/2015 1:18:56 PM	Mishandling RFI REASON for the call:Civil Rights Complaint Date Time:02-7-15 Gate Terminal:declined Airport:DFW Airline:declined Flight #:declined RESOLUTION to the caller's issue:I offered to refer this to the CSM and emailed her the Civil Rights Complaint policy
	Caller and his wife have KTNs and she has a hip replacement. She tried to present her card about her implants. They do not even look at the card. This has become a harder situation for them because they always move her over to another line where there is an AIT. Sometimes they take her to the front and sometimes she has to wait in line and it defeats the purpose of paying a fee and getting a KTN. He has no issues when he travels by himself.
2/10/2015 1:59:00 PM	Callers wife got on the phone. She does not mind the AIT or the wand but does not like to have peoples hands on her. He asked if they should acknowledge the card. They have flown from FLL. He asked if the AIT is at FLL but his wife said the AIT is there but not at the precheck checkpoint. He asked if AIT is similar to MRI. He tries to get as little radiation as possible and will sometimes ask for a patdown.
2/13/2015 4:10:49 PM	I recently was on another trip to Denver and experienced a problem I wanted to make you aware of. I travel to that airport frequently but I was so surprised to find both my husband and I were both TSA approved for the first time. I have had a knee replacement and after putting all the items on the belt and getting in line I found there was no AIT machine for precheck. All of the other lines had one. I assumed the pre-approval was a reward for being a frequent flyer but here I found it was a punishment. I had to leave my husband(he then had the responsibility of all of our belongings) and go down to another lane to go thru the AIT machine. Otherwise I would have had to wait for an attendant and then go thru the "pat down" (which is not a quick procedure, and not pleasant to say the least). I always look to see if there is a machine before I get in line and never imagined there would not be one in a pre approval line. I am hoping this makes you aware of the problem and are able to correct it. With the amount of flyers now I would think the money would be available. Thank you, (b)(6)
2/13/2015 8:55:00 PM	REASON for the call: Caller would like to know who to speak with about making a formal complaint on TSA at New Orleans. Her mother rolled her ankle at the airport and had crutches, going through Security. The officers were not very helpful. She was taken out of a wheelchair and put in the AIT machine then given a cane after having her crutches taken away. Her mother is a senior citizen. The treatment was very humiliating and the passenger was treated as she was stupid. Caller did inform me that she was not at the checkpoint and did not see what occurred but is very angry about the treatment her mother received. Date Time: 2 8 15 @ 1400 Gate Terminal: SW Terminal Airport: New Orleans Airline: SW Flight #: Unknown Bag tag # (10digit): N A Bag Description: N A Missing Damaged item description: N A NOI: N A

Submitted on Tuesday, February 17, 2015 - 12:12 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights 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: jacksonville
State: Florida
Zip Code (Post Code): 32209
Other:
Email:

2/17/2015 2:29:59 PM

==Incident Information==
When did this happen? 02 14 2015
Where did this happen? FLORIDA - TPA - Tampa International
What happened?
It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa international airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she

Disability Description: The caller has a pelvic disorder that causes pain and mobility impairment. She cannot remove her shoes without assistance, but has to travel to Los Angeles often for medical procedures.

Information Request: The caller requested a PSS for upcoming travel, so that the incident would not occur again. Also, she wanted to ensure that she did not have to remove her shoes due to the medical condition.

Departure Flights for March 14, 2015: RSW to DFW to LAS

Departure Flight for March 16, 2015: LAS to LAX

Return Flights for March 18, 2015: LAX to DFW to RSW

2/20/2015 10:45:14 AM

Incident Details: The caller and her son flew from LAX, but was forced to be separated during the screening. The TSO, an African American male, was informed by (b)(6) of her disability prior to the screening. He allowed her to be screened by the AIT with her shoes on, but indicated that additional screening was required. He asked a female TSO to conduct the patdown, but she refused. Then, he was required to ask a second female TSO to conduct the additional screening. She agreed, but told (b)(6) that her shoes had to be removed. (b)(6) informed her of the inability to remove her shoes without assistance, and then offered medical documentation from the Social Security Administration. The TSO refused to read the paperwork, and told (b)(6) that the documentation would have to clearly state that she could not remove her shoes. Again, (b)(6) was asked to sit in a chair, and complete the screening. However, she asked the TSO if her son, who was standing near the checkpoint, could assist. The TSO refused, and said that she could remove her shoes, as she had to have put them on herself that morning. (b)(6) explained, again, that her son had been responsible for putting the shoes on her feet. Finally, they allowed her son to come back into the checkpoint, and assist her in removing her shoes. She feels that she was discriminated against, as the TSOs neither acknowledged her disability nor her request for assistance.

Date and Time of Flight: December 17, 2014; Around 1:00 or 1:30 PM.
Departure Airport: LAX
Airline: American Airlines
Flight Number: Not Provided; however, she was in the priority line.
Terminal and Gate Numbers: Not Provided.
Time of Incident: Around 11:30 AM.
Description of TSOs: An African American male, and two African American females.

2/20/2015 7:40:15 PM

REASON for the call: Caller is trying to get a refund for a missed flight back on 23 February 2013. The TSO manager was being really rude to her because she chose to opt out of the body scanner. He picked on her and demanded her driver s license in addition to her passport and was yelling at her and told her he was making a record of this. The TSO took copies of her information and made copies of her passport. The TSO was a bad manager on a power trip and he had a smirk on his face and wanted make an example of her. The caller thinks his last name was (b)(6) and he was a light skinned Hispanic with dark brown or dark black hair. The caller asked to see the regulations that said she could not opt out of the AIT and the TSO told her she had to go onto the internet and print off something about the rules and regulations. She wanted to go through the WTMD and they wouldn t let her. The caller missed her flight because of all of this. The caller went and spoke with a police officer and they told her they couldn t get involved with TSA. She wants to talk about compensation for the missed flight. She also wants to know if she is on a no fly list.

Date Time: 23 February 2013, 630 am
Gate Terminal: Unknown
Airport: FAT, Fresno
Airline: Unknown
Flight #: Unknown
Bag tag # 10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Fresno for them to investigate the matter. Sent a claim form to the caller s email address to file a claim against TSA for the missed flight.
Special Notes: N A

2/22/2015 11:10:01 AM

Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made remove her shoes which is very difficult for her. Caller was upset because she was separated from a government issued laptop for a short time during the process and it is not supposed to be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02 08 2015 and 02 22 2015.

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

2/22/2015 3:03:23 PM

Hello,
I am a member of the Global Entry Program and still DID NOT get the TSA Pre check printed on my boarding pass in December 2014? Why did this happen? I paid the $100 and went through all the clearances? Your website states under frequently asked questions that I should receive it? Your answers did NOT answer my question.
v/r
(b)(6)

tsatcc_do_not_reply@senture.com

To:

(b)(6)

Received-On:

02/09/15 6:46 PM

Subject:

In Response to your inquiry

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding TSA Pre?®.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?®, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?® lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

In addition to TSA Pre?®, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?®. For example, some individuals may receive instructions from a Transportation Security

In no way does this address my original complaint of discrimination. Your response is also incorrect since families traveling with children never go through enhanced screen, and children and older adults leave their shoes on. Clearly you do not screen all equally.

But more specifically, it does not address how your algorithm for the millimeter detector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)
(b)(6)
(b)(6) | Baltimore, MD 21201
Phone (b)(6) | Fax: 410-706-1482
E-mail: (b)(6)

2/23/2015 8:29:43 AM

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, February 19, 2015 6:43 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.

Thank you for your scripted response to my e-mail below. I was hoping someone would have actually read my complaint and have enough courage to check into the incident. I would like you to understand this is exact reason I could not speak out at the time these made up rules & policy creation took place, as I would have not been allow to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happen? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from you reply "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 or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactlty why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my pocession, my bag was pulled out for secondary screening (I fully undestand why), I question how you improved the sercurity of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional sceening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manor when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely apperciate someone checking into this matter in an actual investagative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

2/24/2015 2:36:09 PM

In Response to your inquiry.

HYPERLINK (b)(6)

tsatcc_do_not_reply@senture.com (tsatcc_do_not_reply@senture.com)
HYPERLINK (b)(6)
(b)(6)
(b)(6)

HYPERLINK "https://a.gfx.ms/ic/bluemanmxl.png"tsatcc_do_not_reply@senture.com
From:tsatcc_do_not_reply@senture.com
Sent:Mon 2/23/15 6:49 PM
To(b)(6)
Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons
Disability Description: Caller just got out of the hospital after having knee surgery and went straight to HNL for her flight to Maui on Feb 15th.

2/27/2015 12:43:28 PM

Incident Details: Caller is wanting to file a complaint about the way she was treated at the screening checkpoint at HNL on Feb 15th. She went through the screening checkpoint at 12:30 pm for a 2:00pm flight. The officers were trying to get her to go through the AIT screener but she was in a wheelchair and was not able to stand and walk due to just having knee surgery. The agents were very rude trying to get her to bend her knee but she was not able to. She was crying and trying to tell the agents that she was in pain and could not stand or walk due to just having knee surgery and they were telling her to shut up or they would 86 her out of the airport. She stated that the only screening that she went through was an ETD swabbing of her hands. she did not go through the screening technology or a patdown screening.

She stated that she feels discriminated against due to her condition and also feels that she received poor customer service.

2/27/2015 2:50:57 PM

Callers fiancé flew from COS and while she was in the AIT machine it set off a alarm and she had to undergo a patdown. Caller is not upset over the patdown but he stated they told her it was because of the body lotion she was wearing and he stated that was a lie.

Submitted on Friday, February 27, 2015 - 14:25 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: 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: Longmont
State: Colorado
Zip Code (Post Code): 80503
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: Spouse
Full Name of Complaintant:(b)(6)

2/27/2015 4:25:51 PM

Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmd it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn t she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2/27/2015 6:34:38 PM

REASON for the call:Complaint
Date Time: 02-27-15 at 4:30 pm
Gate Terminal:gate 2
Airport:Long Beach
Airline:US Air
Flight #:unknown
RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport.

Caller flew last year 2 times and both times after the AIT she got additional screening; the first time they search her hair and the second time they searched her breasts. Also, she got specifically and solely asked to show an ID before even getting to the ID check counter. She felt uncomfortable and felt racially profiled. Transferred to MB.

2/28/2015 10:43:53 AM

(b)(6) Notes:

Caller feels she was racially profiled on a November 10th, 2014 flight from LAX aboard Virgin American #878 which departed at 12:00PM.

REASON for the call: Caller s wife and daughter flew from Seattle last Friday morning to Baltimore on Alaska Airlines. She has TSA precheck and she is 68 years old and in a wheelchair with medical conditions and she was treated very rudely. TSA couldn t do the prescreen because they didn t have a precheck lane open and put her in the regular line and she had to wait. They made her stand up in the wheelchair and go through the AIT. His wife told them she was able to stand and walk but she probably should have said no. She is not that steady on her feet. His wife went through the AIT and they said she had something on her hands. The TSO did something with her hands and pulled her into a room. The TSO kept questioning her about her hands and said she put something on her hands and she kept telling them she did have anything on her hands. The TSOs weren t very pleasant and it was bad customer service. His wife has peripheral neuropathy on her hands due to damage from cancer. The TSOs were making fun of her because she had a bag with excrement in it and they were rude to her. They hadn t been trained very well and they did not approach her properly and did not know what an ileostomy was. The gals doing the body check weren t very accommodating. The TSOs treated her pretty rudely. They didn t even tell her daughter where her mother was and the wheelchair attendant told her they took her into some room. His wife is 5 8, 210 pounds, blond and 68 years old.

3/6/2015 4:40:30 PM

Date Time: February 27 2015, 700 am
Gate Terminal: Unknown
Airport: Seattle
Airline: Alaska
Flight #: Unknown
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller I would forward this to the CSM at Seattle for review and investigation.
Special Notes: N A

Disability Description: Callers mother has a pacemaker

3/10/2015 9:36:13 AM

Incident Details: Callers mother (b)(6) flew today she went through the checkpoint, Terminal B at EWR around 10:10 pm on 3 09 2015. She was in a wheelchair provided by the airline, she has a pacemaker and had documentation showing that. She said that her mother can not stand for long periods of time and has difficulty walking, she informed the officer of this information and requested to be screened using a patdown. The TSO forced her to stand up and go through the AIT and she almost fell. After being screened by the AIT they did a full patdown as well. She said that she is concerned about her mothers health because the physicians informed her not to go through any type of xrays.

Caller is wanting to know what can be done about the terrible experience her mother had yesterday when going through the checkpoint. She wanted to know what the policy is for going through screening with a pacemaker.

3/10/2015 10:15:36 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/10/2015 9:03:33 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/05/2015 7:30 AM Airline & Flight Number : AA 1539 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I felt that I was very disrespected by two TSA employees while checking in. I am pregnant and opted out of the wave scanner. I notified the first agent that I was pregnant and was opting out. The female agent then asked me to stand in several different places while waiting for another female to perform the pat down. This agent proceeded to get nasty with me each time I did not stand exactly where her finger was pointing. I felt very uncomfortable as I was being asked to stand what I felt was too close to the scanner. A male agent then chastised my decision letting me know that I should just go through the scanner as it is only "radio waves" and that my cell phone is probably harming my child more than the scanner would. Agents should not be giving incorrect medical information or unsolicited advice, especially when the safety of these machines has not been sufficiently studied.
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

3/10/2015 3:43:38 PM

Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling (b)(6) She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver s license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn t have a state ID. She says that the officer just pointed in a general direction and didn t give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, What are you doing? in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn t tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn t very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn t rude until the end when she just said Have a good day! and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, They are over there somewhere. She says that she finally found a supervisor (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn t understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs; whether this be in person or via phone.

3/11/2015 1:30:15 PM Caller was at LIH and someone was at the sterile area of the airport asking where you stayed and how much you spent. He did not like the questions that were being presented. He thought they were for marketing purposes.

Then he wanted to let us know so that we could be aware that the AIT machine in LIH was showing anomalies on his shoulders, but he had a knee replacement that was not recognized.
Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in from of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was an went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understand this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a pat down should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015 3:05:13 PM

REASON for the call:	Patdown was way to invasive around his genital area and was conducted in the open.
Date Time:	March 10 12:30 1:00pm
Gate Terminal:	Gate 8 and switch then Gate 1
Airport:	Orlando International
Airline:	JetBlue
Flight #:	398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:
I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.
Caller and her x husband were flying out of Orlando International with their 9 year old daughter. The wife went through screening first then the daughter and then the father. The daughter had an aerosol can of sun screen which was thrown away. Then they all went through the AIT screening. Next thing the parents know is a TSO agent wanted to take the child to a private room for screening. The parents stated the daughter did not have any alarm in the AIT so why does she need to go to a private room for screening. The TSO did not explain any reason for the additional screening. The father would not let the TSO take the child out of their sight and the TSO did not offer for one of the parents to accompany her during the patdown in a private room. The parents are very uncomfortable about this. And would like an explanation of why the extra screening for a nine year old.

3/12/2015 6:07:05 PM Airport: MCO
March 5 5:03 or 5:30 PM went through the screening
Southwest Airlines flight

Original she had a bottle of sunscreen 3.4oz. and that time she was told to go to a private room to AIT first and did not sound an alarm and then luggage first then all went though the AIT no suggestion and then they

3/14/2015 2:32:07 PM Caller slipped while going through the checkpoint today BOS on her way to Detroit and said that she now has a shooting pain down the left side because it jarred her when she slipped coming out of AIT while standing stepping out in her socks. Caller said she did not want to start anything but she was treated unprofessionally and a male TSO at the checkpoint made the comment Seems like you re just trying to get a lawsuit, instead of asking if she was ok. She said that she went to talk to someone about filing an incident report and they told her she could file a claim and she said she then asked for the male officers name that had made the inappropriate comment and she was told she didn t need his name. Caller said they did tell her that they could find the incident in the video coverage of the checkpoint. She is about to fly back home to Detroit and she will see a physician once she arrives. She described the male TSO as a young man with dark hair and a long dark beard who would be in the video coverage.
Disability Description: The caller is deaf.

Incident Details: The caller was flying with his family, a party of 16, coming back from vacation. The caller stated that the TSO s were screaming instructions advising people not to wait to undress until the last moment and also not to dress until they had collected their things. The TSO s were very rude and talking down to people which the caller felt was uncalled for.
The caller stated that he went into the AIT for screening and stood their and one of the TSO s looked at him and said okay. At this point he left the AIT and progressed to get his belongings. A female officer stopped him and put her nose one inch from his face and asked him where he thought he was going because she had requested he stop. He stated he thought he had been cleared by an officer. The TSO stated he could not leave the AIT until the light was green. The caller looked at the AIT and it was showing green. The TSO said he had asked him to stop and he ignored her. He told her he was deaf and did not hear. The caller stated the TSO laughed at him and said he was not deaf. The caller stated the TSO then turned to her coworkers and said the caller had stated he was deaf and they all laughed. The caller proceeded to get dressed and went back to the TSO to get her name from her badge and she stated to him, oh no, not this again.

3/15/2015 2:35:51 PM The caller was very concerned about his treatment and wanted to know what he could expecte from TSA regarding this issue. He wanted to speak to the CSM directly and also wanted a response to his complaint. The caller s flight information was:
Date and Time: 3-14-2015 at 9:23
Flight #:1420
Airport: Newark International
Airline: United Airlines
Gate Terminal: Gate 137
Officer s Name: (b)(6)

3/16/2015 8:23:54 PM	Caller stated she would like to give a complaint concerning two TSA agents during a patdown. The TSA agents are: Agent (b)(6) and Supervisor (b)(6). Caller is a flight attendant. She was recently visiting her brother who is terminally ill. She was dressed in plain clothes and she did not see the known crew member lane available. She did not want to go through the AIT and opted for the pat down instead. She asked TSO (b)(6) if she would wear clean gloves. (b)(6) complained about having to do so and proclaimed This is the third time today with attitude. (b)(6) asked the caller if she would like a private screening. If caller had known how the patdown would go then she would have requested a private screening but she did not. When the patdown began, (b)(6) raised her shirt up in the back. Caller stated she went down one of her legs and when she came back up she touched her vagina. (b)(6) came around the front of her shirt and caller felt her hand on her stomach around her navel. She made the comment aloud at the checkpoint that she felt she was being touched inappropriately and (b)(6) called the supervisor over. Supervisor (b)(6) came out and said Ma am, you are refusing a patdown. She said she felt intimidated by the TSO and Supervisor, so she called for a Denver police officer. Supervisor (b)(6) came back and took her ID. When the police officer arrived, she asked the police officer how long it would take, and he said A bit. Caller was embarrassed in front of all those people. Caller requested a screener other than (b)(6) to conduct her patdown but this request was denied by Supervisor (b)(According to the caller, the Supervisor forced her to go through a second patdown with (b)(6). She felt the TSOs were smirking, she felt as though she was held unlawfully, she felt like a common criminal. She said there were several members of management and no one spoke to her, she said they spoke at her.
3/16/2015 8:43:20 PM	CSM RFI REASON for the call: Date Time: Saturday, March 14-8:00 (went through security at 6:15 am) Airport: DEN Airline: United Flight #: 5224 Caller asked if she needed to fill out any forms in order to make this complaint. Disability Description: Caller states she has metal implants in her knees and when she goes through the precheck and goes through the WTMD she generally alarms so she requests to go through the AIT and usually does not have any trouble. Caller states the last time she flew the officer asked her to remove her shoes and was asking what are the rules regarding shoe removal.
3/19/2015 9:34:59 AM	Caller s wife (b)(6) has an ostomy and flew from Ft. Myers to Atlanta this morning. Caller is upset because the TSO s there had her raise her shirt in front of people embarrassing her in front of everyone. She went through AIT raised her arms and was given a patdown. Tested her hands then took her to a private screening where there was 4 security officers. Caller advised that she felt violated because of the patdown. The secondary screening nearly caused her to miss her flight. She has no problems at other airports only Ft. Myers. Airport: Ft. Myers RSW Airline:Delta Flight number:Unknown Date and time: 3-19-15@ approx. 7am.

Submitted on Saturday, March 21, 2015 - 06:02 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Forced to use body scanner despite request (twice) to opt out.
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: Surrey
State: Florida
Zip Code (Post Code): V4a1x1
Other: BC, CANADA
Email: (b)(6)

3/21/2015
9:12:03
AM

==Incident Information==
When did this happen? 03\21\2015
Where did this happen? FLORIDA - MCO - Orlando International
What happened? Orlando, around 0530-0545 hrs. Went through security. Asked to opt out of body scanner. Agent called for a male opt out. However, despite waiting beside the scanner for ten minutes, no one came to assist me. By the end there were two of us waiting but it was clear no one was going to come and deal with the opt out. Finally I was FORCED a to use the scanner because I had to catch up with my party and my plane. I do not like to use the scanner. It had a sign on it saying I could opt out, but the agents, by their actions made it clear that one goes through the scanner or waits indefinitely until one changes ones mind.

Name: (b)(6)

St. Louis, MO 63146

St. Louis-Lambert Airport
Terminal C
March 21, 2015 About 10:30 AM
American Airlines
Flight 1686

I am filing a complaint against:

TSM - (b)(6)
STSO
LTSO

3/22/2015 9:13:05 AM

I am a 67 year old woman. I had polio at age 2 and have walked with crutches and a full length leg brace for 65 years. On Saturday, March 21, I told the TSA screener that I had a full leg brace and that I could stand alone for a short time to go through the AIT screener. I was screened, I held on to the sides while my crutches were run through the conveyor belt. As I walked out of the screener (b)(6) said to me, I can t see the top of your brace. You have to have a private screening. I have to see your brace. I told her that I had never had to do a private screening and that she was not using the proper protocol. I asked to see a manager. (b)(6) came over. He did nothing but listen to (b)(6) I asked (b)(6) to ask someone else. She brought over another agent. (I don t have her name.) She basically didn t know what to do and didn t want to get involved. Then (b)(6) brought over (b)(6) (b)(6) tried to get more clarification of the situation. She asked someone what to do. That person didn t have an answer. Meanwhile, (b)(6) kept insisting I have to see that brace.

I kept saying, This is not right. This is not the correct protocol. However, I had no power, and if I wanted to attend my only grandchild s 6th birthday party I had to agree to a private screening. I went into the private screening area, pulled down my jeans and showed the brace to (b)(6) and (b)(6) This was humiliating. This was not right. I was discriminated against for a medical condition that I have no control over.

I fly about 4 times a year, and this has never happened to me. Your agents were not informed of how to handle my particular situation. I tired to tell them how I am always handled during a screening, but NONE of them would listen to me. I belong to a polio support group which gives us information about the proper protocol for screening a person with a full length leg brace. I knew what the correct procedure was, but they would not listen.

I understand that some agents choose to pat me down . While I don t like being singled out for this, I have never complained about it. I understand that we all want to be safe. I am a reasonable person and have to accept certain screenings for me because of my disability. However, I do not accept the humiliation of having to pull down my jeans. This is not right.

My intention in filing this complaint is not to make trouble for (b)(6) (b)(6) and (b)(6) My intention is that they learn the correct protocol so that no one else has to be humiliated like this.
Disability Description: The caller uses a CPAP device for a respiratory condition.

Information Request: The caller is a member of the TSA Precheck Application Program, and was using an electronic boarding pass that listed her as TSA Precheck approved. However, the female TSO at CAE refused to accept the paperless boarding pass, and told the caller that she would have to go to the airline to request a white card indicating her TSA Precheck status for the flight. She did so, and presented the paper boarding pass to the TSO, who then allowed her to go to the Precheck lane. However, the AIT machine used for the Precheck lane was also being used by regular passengers. Therefore, the amount of time was not decreased. Also, she was forced to remove her laptop and CPAP from the carrying cases, and wanted to file a complaint. She indicated that TUS never asks her to remove her CPAP from the carrying case

3/22/2015 11:05:26 AM

Flight Information:

Date and Time of Flight: March 22, 2015; 12:00 PM
Departure Airport: CAE
Airline: Delta Airlines
Flight Number: 5094
Terminal and Gate Number: Gate 8
Time of Incident: Around 10:30 AM

REASON for the call: Caller stated that the screeners at the checkpoint were extremely rude and were idiots. He feels like they did not have any courtesy and they did not know any proper protocols about the screening procedures. After being treated extremely rudely at the checkpoint he found his checked bag in shambles everything thrown back in the bag and items that had been damaged. He is wanting to know what can be done about this. He was also upset because there was several agents texting at the checkpoint and not working and he took a picture to prove it.

He stated that he feels like he was discriminated against because of his race at the checkpoint. He said that he pulled out his ID showing he was a known crew member. He said that known crew members do not have to go through the AIT. The screener said well you are today in a very unprofessional manner. He refused to go through the AIT and had to have a patdown and they thoroughly checked his carry on as well. The TSO refused to let him go through the lane without the AIT because he was not in uniform. He said that they treated his wife poorly and there was another white guy behind him and they gave him a hard time as well. He said then two Puerto Rican ladies who had an unbelievably large amount of items were sent through the lane without the AIT and was not give any hassle in fact the TSO was joking and cutting up with them.

3/23/2015 9:24:20 AM

Date Time: 03 22 2015 01:00 pm
Gate Terminal: JetBlue Terminal A
Airport: SJU
Airline: JetBlue
Flight #: 1034
Bag tag # (10digit): (b)(6)
Bag Description: It is a crew member bag. There is a sticker on the bottom of a S with two pine leaves.
Missing Damaged item description: There was a bottle of hot sauce broken and spilled on his shirt. He had $80 shirt that were just thrown back in the bag and under his shoes.
NOI: Yes- Nothing written or stamped on it. 937C

Disability Description: Both of her daughters (12 and 18) have diabetes.

Incident Details: She read that px can be screened via the AIT and the WTMD. They have requested to be screened via the WTMD. At most airports, including MCO, they have been permitted to pass through the WTMD, however one of her daughters was not permitted to do so at SLC. She cannot go through AIT as it would effect the insulin pump and had to wait ten minutes for a female TSOs to become available.

The px behind her daughter advised the TSO that she had a metal implant and was directed to the WTMD.

She stated that she is going to file a discrimination complaint.

I asked 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.

3/24/2015 4:19:35 PM

The caller indicated that she was not so much interested in filing a formal written complaint, but that she would like more information and consistency in regard to the policy.

She wants more specific information about how the agent makes the decision as to whether a px with a disability it screened. She believes that px should be able to opt for the WTMD screening if the WTMD does not effective the device.

Date Time: 3 19 4pm-430pm
Gate Terminal: Terminal 2
Airport: SLC
Airline: US Airways
Flight #: NA

3/26/2015 7:43:43 PM

The caller s family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family s request for patdowns, and there arose a situation in which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

3/27/2015 1:50:38 PM

Caller is retired military and has medical disabilities. Every time she screened she goes through the AIT and has to have a patdown. This is very embarrassing. She feels she is being singled out.

3/27/2015 4:43:53 PM

Caller applied for the TSA precheck 2 and a half weeks ago and the UES is telling her it is with the TSA and it might take another 6-8 weeks because they had trouble taking her fingerprints. Is there any way she can get this expedited? She has metal, screws and plates in her body. The last time she flew she was wearing a leg brace and she had to remove it and she got a full body patdown after she went through the AIT and her bag went through twice. She wants to avoid having to get patdowns. She used to have a card from her doctor. Would that help? Charlotte Douglas has full body scanners in some areas and others have the older technology. Is there any advantage to going through one or the other?

3/28/2015 3:19:13 PM

Hello,

Yesterday I flew out of ITO. I am pregnant and asked not to go through the ATI. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

Thank you for your consideration.

(b)(6)

3/30/2015 7:26:51 PM

Caller carried his cash in his hand and when he went through the AIT the TSO told him that he would have to see the cash and when he showed it to him the TSO told him he would to hold it in his hand. This upset him because he thinks they were trying to steal it. He wants the written policy for this.
He said a person came through with no ID and was allowed through and he wants to know how.

This incident happened at MSY
I advised that a person can get through the check point without ID but they would have to go through an alternate ID process.
Disability Description: Caller has a metal implant and has back problems.

Information Request: Her next flight is with United on the 21st of April. She does not have all the information required to set up assistance but she will call us when she has it.

3/31/2015 3:41:55 PM

Incident Details: Caller flew yesterday from EWR to MIA. She had a negative experience. TSO (b)(6) was rude and was not considerate about her disability. She has had surgery and has a metal implant and back problems. She uses a wheelchair and has a cane. She usually gets assistance from the airline. It was with United yesterday. The person with United assisted her. The TSO inspected her wheelchair. She went through the AIT and then was subject to additional screening. She told them that she could only briefly stand. She was asked to remove her shoes, which she was fine with even though it is difficult. They did additional screening on her bag as well. She almost missed her flight. She was in pain. The TSO had a bad attitude. She couldn t stand or bend forward. The TSO requested that she do so. She told them she couldn t and the TSO asked her if -she wanted to get in to a problem-. She flies back on the 21st and she is scared to fly again because of that negative experience. She asked if she could do anything to avoid such cruelty. The TSO finally gave her her name after asking her a 3rd time. She considered calling a lawyer.

Date and Time (departure time and arrival time): 3-30-15 @ 8:57 pm
Gate Terminal: NA
Airport: EWR
Airline: United
Flight Number: UA1704

4/1/2015 4:26:06 PM

On March 31, 2015, I received a TSA precheck boarding pass for American Airlines Flight 943 from St. Thomas, USVI to Miami. I was told to go to the speedy line where I need not take off my shoes. Then a TSA agent loudly asked my if I had any medical implants. I said that I had a metal plate in my ankle. Forget privacy.
She then told me to go to the longer line where I would have to take off my shoes. I then had to go through the AIT screening. The TSA agents were barking orders which I did not understand, about which poses they needed. When I emerged from the screening device, a female TSA agent told me to stand & she would wave a wand over my hands. She then told me to stand in front of her and spread my legs. I did. Then she yelled, "WIDER!" I complied, still barefoot, trying to make sure that my carry-on possessions were not carried away. Forget about any shreds of dignity.
I am a 67-year-old grandmother of 4, a retired school teacher. I believe that your policies need improvement. Or the TSA agents in St. Thomas need sensitivity training.
No TSA agent has ever asked if I had a medical implant. I told the truth. My reward for cooperating with honesty was to be treated with hostility and humiliation. Why exactly did have have to go through the AIT screening AND the public patdown? If I had requested a private patdown, would I have been able to bring my valuables with me? Would I have missed my flight?
Please explain why the TSA agent needed to pat me down intimately in public when I had already completed the AIT screening.
Are TSA agents discriminating on the basis of disabilities????

Sent from my iPad

I m not looking for an automated email. I m looking for a human answer. If you can t answer me then I ll have to get the media to seek answers on my behalf. I am very disgusted.

(b)(6)

On Apr 2, 2015, at 5:17 PM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

4/2/2015 6:15:47 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 bags, 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 or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may 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, or children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers 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.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers.

4/3/2015 2:05:17 PM

Caller has applied for PreCheck at SFO. Caller has a metal implant, and he alarms the WTMD. Caller wanted to know if there is something that could be done at the checkpoints that do not have the AIT available so he does not get push back in line. Caller wanted to know if there was a card that would allow him to not have issues at the checkpoints.

The caller flew from Miami to LaGuardia yesterday. The caller opted out of going through the AIT and it took sometime for her to go through a patdown. Her bags had already gone through scanning and she was separated from them for sometime. When she got on the aircraft she discovered that her laptop was missing. She wanted to know what could be done about getting it back.

4/5/2015 3:54:16 PM

Date Time: 4-4-2015 at 2:28 PM
Gate Terminal:
Airport: Miami International
Airline: Delta
Flight #: 5967
Bag Description: MacBook Air in a royal blue Incase, two stickers on it, one says illest in script in hot pink and the other one has a blue circular logo with a plus sign on it.

The caller indicated her mother had contacted lost and found and they had her bag and disconnected.

4/6/2015 8:38:39 AM

On April 4, 2015 at approximately 9am my husband and I went through security at Burbank Airport. I am not a frequent traveler but as the daughter of a women who died of breast cancer I am very concerned about excessive radiation when going through airport security. As a result I always ask for a "pat down" and have always received one. On this morning, I noticed their weren't the usual walk through security check points and out of concern I asked what the apparatus was and for a pat down", I was told by a TSA agent, not to worry that this was not an x-ray machine and that Burbank stopped using those. With no reason to doubt the TSA officer's insistance I walked into the apparatus there was a wand, and i then felt a hesitation and was about to get out and insist that I have a "pat down" before I could react it was too late. On the way to our terminal I had increased doubt as to whether or not I was told the truth and I went on to board my Las Vegas flight.

The very next day, at the airport in Las Vegas I saw the exact same apparatus being used I told the TSA agent there that I did not want to go inside of it, he quickly stated that if I did not mind waiting he would have a female TSA agent assist me with a "pat down". I am not at all certain why the TSA agent at the Burbank Airport would go out of his way to misinform me about the scanner and have me go through it when I was very clear that I DID NOT WANT to go through a radioactive scanner. This kind of negligence makes me very uncomfortable albeit now I understand I cannot\should not take a TSA's word as truth. Perhaps it is not a big deal to some people\TSA staffers, but to others, like myself there are concerns and those concerns should not be dismissed, ALL TSA agents should be informed, and when in doubt give the person the option of a pat down". My right to decline was taken away when that TSA agent told me NOT TO WORRY that they, Burbank Airport do not use those kinds of machines anymore. When the fact is that THEY DO millimeter waves ARE radioactive (I googled it) HYPERLINK (b)(6)

2.2. Radiation safety

Although millimeter-wave scanners are becoming the primary full-body scanners used at airport security checks, there is still an alarmingly small amount of information about its potential health effects. The millimeter-wave safety standards are dose rate (power density) standards expressed in mW\m2. The power density for a millimeter –wave scan is between 0.00001 and 0.0006 mW\cm2 (HYPERLINK http:\\www.sciencedirect.com\science\article\pii\S1687850714000168#bib3 Moulder, 2012). These scanners are believed to be less harmful to passengers because they emit nonionizing radiation and presumably do not have the potential for cancer causing DNA damage. The established health effects associated with non-ionizing radiation are limited to thermal effects. The long term effects of this type of radiation are still uncertain but it was reported that these scanners operate at outputs well below those required to produce tissue heating (http:\\ec.europa.eu\health\scientific_committees\emerging\docs\scenihr_o_036.pdf).

4/7/2015 4:08:34 PM

REASON for the call: Caller said when he came through the body scanner a heavy set African American TSO started rubbing him down and never said anything. Caller then asked the TSO what he was doing and he said he was clearing a alarm that was on his chest. Caller asked the officer if he was suppose to tell him before he started touching him and the officer said no. Caller did not get the name of the TSO. Caller was wearing a dark blue silk shirt and blue jeans. Caller said he has grey hair and is about 6 foot 1 inch tall.

Date Time: 4 7 2015 at 3:30pm
Airport: ATL
Airline: Delta
Gate Terminal: Caller does not know
Flight #: Caller does not know
Bag tag #: n a
Bag Description: n a
Missing Damaged item description: n a
NOI: n a
Email: Caller does not want to provide

RESOLUTION to the caller's issue: TSOs must conduct additional screening to resolve an alarm of the walk-through metal detector or an anomaly discovered during Advanced Imaging Technology (AIT) screening. It may also be necessary for TSOs to conduct additional screening on carry-on items. TSOs are required to be considerate 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.
Since 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.

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: 1 (b)(6) New Fairfield, CT
Zipcode: 06812

4/9/2015 8:32:19 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?
Bradley International Airport

4/9/2015 9:50:23 AM

Caller applied for PreCheck. She has a knee replacement and has had difficulty using PreCheck. She is pulled out of the PreCheck line and taken somewhere else for screening. She is not sure why she paid the $85. She wanted to know if I would recommend that she not tell the TSO that she has a metal implant. She said that when she is taken out of line she is always put at the end of the regular line. She thinks there is a way around this. She recommended that all PreCheck lanes have an AIT or that some sort of wand is used.

Submitted on Thursday, April 9, 2015 - 11:30 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?
- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Jose
State: California
Zip Code (Post Code): 95116
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 04\07\2015
Where did this happen? CALIFORNIA - SJC - San Jose
International
What happened?
I was escorting my wife and two daughters (ages 3 and 1) through
a TSA checkpoint. Every time in the past that we have gone
through an airport, a TSA agent would take us all through a metal
detector, and sometimes swab my hands, and in the case of my wife
to pat down around her head-scarf and put the swab in a scanner.

She can be temporarily reached at the number above. She declined to provide an alternate number.

4/9/2015 12:25:04 PM

She is diabetic. Her doctor has written a note indicating that she requires a nutritional meal replacement drink. About a year and a half ago at the Eastern IA Airport, a male TSO was very clearly slowing down the process of examining the container. She indicated that it was taking his time. He indicated that it had to be opened. She indicated that it couldn t be opened. He then indicated that it had be tested. She indicated that if it was additionally screened she would

On 3 25 at, ONT (flight 1412 departing at 8:30am). She was screened by AIT and a patdown. She declined that the medically necessary drink be opened.

She was advised that there is a PSS that she should speak with prior to her flight to ensure that she doesn t receive a patdown.

4/9/2015 3:16:04 PM

She wants me to do whatever needs to be done to change the policy so that a patdown is not required. She asked that I or my superior ensure that her call reaches the appropriate entity so that the policy can be changed.

She asked for a superior.

Hello,

What are the procedures for filing a complaint against an employee who scolded me for refusing to remove a vest that would expose myself going through the Advanced Imaging Technology equipment at Bush Intercontinental Airport, Terminal A, April 11, 2015?

4/11/2015 11:01:59 AM

TSA guide does not specify the requirements to remove such clothing.

Thank you,
(b)(6)

Caller has a complaint against a TSA employee at FLG on 04 10 2015 at 2:30. He called someone in the Arizona area and they told him to call TSA and that a lady named (b)(6 might answer the phone.

He was flying US Airways Flight number 2770.

He was getting ready to go through screening at FLG. He told me that he had flown a lot and he has been screened a lot and that this was very unprofessional and he felt like the TSOs there were not well trained. He also informed me that he was a LEO.

He also said that while he was being screened the TSO touched his crotch with his palms turned up instead of down. He said the TSO hit his crotch pretty hard and was very rough with him. He said the TSO pulled his pants down about 6 inches to a foot on the left side of his body. They offered him a private screening but his bags were moving on the baggage conveyor out of his sight so he declined so he could hurry up and get back to his bags. He said he had a police badge and $500 in his carry on.

4/11/2015 6:52:01 PM

He said he informed the TSO that he had had a knee replacement which was causing the machine to alarm. He said they did not have the AIT so he had to use the WTMD. He said they only had 5 or 6 employees working at the screening checkpoint and that it was a small airport.

He said the screener was about 30 years old. He described him as a large, which he said was a nice way to describe fat, and that he was either Hispanic or Indian.

He said prior to boarded his flight that he overheard 3 female and 3 male TSOs talking about their private life, such as their girlfriends and things, and thought it was unprofessional. He asked a LEO that was standing at the screening checkpoint who their supervisor was and he pointed out one of the men in the same crowd that he had witnessed talking about their personal life.

Again he stated that he believed the TSO at FLG were unprofessional and badly trained. He said they acted like they might be part time employees.

Caller has a complaint about a TSA agent. Caller said he is a amputee and he usually does not have to remove his bell and shoes. Caller said the officer told him he has to take off his shoes and belt. Caller said the TSO then asked him if he had a problem. Caller said the officer told him to walk over there and do as he said. Caller said he forgot to remove his pen and the officer told him to go back and remove his pen. Caller said he was then tested for traces of explosives. Caller said he had his hand on the gate and the TSO told him to remove his hand off the gate. Caller said he then went through AIT screening and was allowed to go to his flight. Caller said the TSO s name was (b)(6) Caller said (b)(6) was 6 ft tall in his late 40 s with a gray beard and African American.

4/13/2015 2:18:54 PM

Airport: Tampa
Date and Time: 4 12 2015 at 4:30pm
Airline: Southwest
Flight: 1624
Gate: 34
Terminal: C

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints and regrets any unprofessional treatment you experienced.
I advised the caller that I could take down his information and send the complaint on to the CSM at the airport so they would be aware of the situation. I cannot give him any guarantees that he would be contacted, but the CSMs are very good at handling a situation when it arises. If he wants to contact them directly, he could choose Option 5 in our IVR to get their direct contact info.
CSMs may be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

Caller was at Reno airport trying to get through security. She told me that while she was in line for screening a TSA worker came down and warmly greeted everyone. She asked the TSO who she could talk to let them know that she could not go through the scanner. He told her that she could opt out of the AIT if she wanted to. She gave the TSO a letter from the doctor saying her and her items could not be scanned due to medical issues. She said some of the workers are ignorant and needed to be retrained because they did not know how to screen a passenger with special needs. She said that the TSO on duty, that she spoke to first, had blond hair with pony tail told her that her items would have to go through the scanner. She said she did not get the blond TSOs name. She said the TSO did not even open the letter saying that everyone had to be screened and that all her items had to be put on the belt. She said the TSO was rigid and did not care about the passengers needs.

4/16/2015 10:39:11 AM

She said after she opted out of screening and after the bad experience with the blond TSO, a TSO came up to her and screened her the way she needed to be screened. She the TSOs name was (b)(6) She said she was a gem and was very helpful. She went on to say that she gave her triple 10 service. She said it was about 5:30 in the morning and not very busy at the screening area. TSO (b)(6) told (b)(6) to put all of her items in the tray. She took the tray around the door she just opened. She said she gave her a private patdown carefully and gently. She tested her medicine and food like she had hoped she would. She said TSO (b)(6) was competent and concerned. Caller said she told her that since she was in a uniform she did not guess that she could hug her but TSO (b)(6) told her that of course she could hug her. The passenger was crying on the phone at this point. It seemed to be a very traumatic experience for her.

She asked if there was a way that she could acknowledge TSO (b)(6) was so good to her and TSO (b)(6) gave her a card with our phone number on it.

She said she would be flying again in December and would definitely call for a PSS.

4/16/2015 3:00:53 PM	Disability Description: The caller wants to know if she should call 1-855-787-2227 to get help through the checkpoint. She also wants to report that she was harassed going through the checkpoint at EWR. Incident Details: The caller says that her medications cant be X-rayed. She also doesn t want to go through the AIT but requested a Pat down. She presented her ID and told the agent that she couldn t go through the AIT. She said she had documentation about her medical condition but they didn t want to read it. The screeners took so long that she missed her flight. She had to argue with them about how she should be screened. One of the screeners told her she had to go through the AIT regardless. The passenger never stated to me if she was given a pat down. Just the unwillingness of the TSA staff to not X-ray her medications and missing her flight. Apparently the staff also was rude to her. The caller is 73 years old. She went on to say that she would sue if this was to happen to her again. She flew on United flight 1736 on 8 April 2015 7:30am. Boarding at gate 74 Her original flight path was EWR to DEN to Reno. She missed her flight and her new flight path was EWR to SFO to Reno. The caller had a better experience out of Reno. She got help from (b)(6) at Reno. The way the caller describe her (b)(6) is probably a PSS.
4/16/2015 5:44:19 PM	Caller is a retired airline employee of AA for 41 years and he said he always only seems to have trouble getting through screening at PHX and that it is the only airport he is repetitively subjected to secondary screening. He said he has to have a hand inspection of his bag, they closed the Pre Check lane as soon as he got up to it, and he said when he was asked to empty his pockets and send the items through the x-ray to go through the AIT that his wallet and pocket change were sent down a different belt than the one near him although his items were still there when he went back for them. He said he flies 50 times a year and out of all of those trips he is only ever receiving extra scrutiny at PHX. He said he doesn t know why it only happens at that one airport but he called to see if their procedures were different. He said they explained to him that each Supervisor has the ability to run things differently but it has been different the past 3 times he has went through that airport.
4/16/2015 9:59:02 PM	The caller wanted to know if one of the DEN employees that was let go due to inappropriate behavior was an African American. The caller stated his son did not want to go through the AIT and was taken through a patdown. The caller stated that he had been waiting for his son. After 10 minutes he approached where his son was going through the patdown. He approached the TSO that was performing the patdown to find out what was going on. When he asked what was going on the officer stated he was not being able to finish his sentence about the patdown procedure. The officer stated the caller s 21 year old son was not fully complying with the patdown. The question became if the TSO was going to touch a sensitive area of the body. The officer stated he may have to. Two Airport LOE s were called and they stated that the passenger s would have to comply with the TSO in order to clear screening. The caller asked for a supervisor and the officer stated he was the supervisor. The caller stated the TSO was not professional and did not explain things to where they understood that was going on. He read about the incident at DEN in the news and wanted to know if touching a sensitive area was protocol when going through a patdown. The caller did indicate that his son stated he was not touched in a sensitive area once the patdown was completed.
4/21/2015 3:35:49 PM	Caller emailed a complaint. He also wanted to make a verbal complaint. His compliant number is (b)(6) He went through the checkpoint at JFK on 4 19 2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can t it give someone who has something a pass. He was not given an explanation.
4/23/2015 8:41:43 AM	Caller had two complaints: She went through security at TPA and the customer service there was bad. She did not get a name or badge but the TSO was very rude. She said they spoke to her in a rude tone. They made her go back through the machine because her boots alarmed. The second time when her necklace alarmed, they would not let her go back through the same machine. The screen for the AIT machine is a generic outline of the passenger. Date: April 21st, 2015 At checkpoint 9:15 to 9:30 a.m. Gate Terminal: A 30 Airport: TPA Flight # 833 Airline: Southwest She stated that she has an aversion to the AIT machine and who wants the patdown. Her concern is that even though they say they don t have the naked machine anymore, how can that be true. She thinks the software did not get changed out and someone in a room somewhere is looking at your naked body. She would like to be contacted with information how they changed out that software. She stated that she believes TSA and the public have been lied to. ADD: Caller stated that she had no email.
4/24/2015 10:35:18 AM	Caller is wanting information on her precheck because she didn t receive the screening on this flight. Her husband did and she isn t sure why she didn t get this. She doesn t like going through the AIT because she is scared of Breast cancer so she was upset about the selection
4/24/2015 2:49:32 PM	Caller wanted the phone number for the CSM at Tampa international. She said she saw on her cousins Facebook that after she exited the AIT machine, the screener told her that, He did not know if her husband had told her yet but that she looked amazing .

Caller stated that her parents flew from London to JFK to BOS. She stated that her mother has a breast prosthesis and after going through the AIT at JFK she set off an alarm. She stated that then she had to go to a private screening area and show it. She stated that they are flying again to go back to Europe and she is questioning what to do so that this does not happen. She stated that for now she thinks it is customer service and sending it to the CSM is sufficient. She stated that if it happens again she will call back.

4/25/2015 5:52:01 PM

Passenger: (b)(6)
Airport: JFK
Airline: JetBlue
Flight Number: 0718
Date Time: 4 13 15 departed 10:55PM
Terminal Gate: T-5 G-21
Email Address (b)(6)
TSA management,

I'm writing this e-mail in regard to a recent trip I had this last week. I don't except a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it take to purchase new technology or change a procedure when anything is government or state run, the changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

4/26/2015 1:08:24 PM

My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public new what outdated testing was being done and what a waste of time it was we would all be furious.

Caller asked for a supervisor and she was told one was not available at the San Antonio airport.

5/4/2015 3:44:12 PM

She felt she was targeted for training purposes for another TSO. She is disabled and in a wheelchair. She has traveled from this airport before.
She had to undergo additional screening due to a Bottle of water and an 8 oz bottle of Ensure.
She went through three screenings due to the liquids in the carryon bag
She was patted down twice and it was not necessary. She also was screened by the AIT machine.
She was embarrassed and was treated like a criminal. It was unnecessary.

Caller was at TPA today and he was verbally abused by a TSO, (b)(6). He went through the AIT and put his hands up in the air like he is supposed to. The agent there told him to pull up his pants and turn around and look at him. The TSO got mad at him and asked him if he could speak English. He called for and got a Supervisor, but that person did not understand. He said he is hurt that he was treated that way. He would like someone to contact him but by phone and not email. Caller gave his email as: (b)(6)

5/6/2015 1:55:51 PM

Date Time of Incident: 05.06.15 At security 10 minutes ago around 1:50 p.m. Departure Time: 5:55 p.m.
Gate Terminal: Gate A Plane leaves from E62
Airport: TPA
Airline: Delta
Flight #: 950
Bag tag #: N A
Bag description: N A
NOI: N A
Wearing: Black skinny jeans with a T shirt with a collar and rainbow colors on it

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: Kemah, TX
Zipcode:

5/7/2015 8:21:26 AM

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

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

Which U.S. airport were you traveling through?
William P. Hobby Airport

5/8/2015 2:28:56 PM

Caller is confused about TSA Precheck. He never applied for the program but he received the benefit when he drove down to FL last Saturday to deliver a car to his grandson. He said all he gave Expedia was his name and address and his credit card number and he did not know how that would be enough information to decide that he was eligible for expedited screening. When he got to the screening checkpoint they let him right through and he is worried that someone who is not a nice guy like him may get through the Precheck line as a FF. He said he has an artificial titanium shoulder and the AIT did not pick it up. He asked the TSO about it and was told that the shoulder implant did not show up, however, they did pick up a scar on his right leg. He said he did not have a scar on his right leg but he does have one on his left leg from when he was 9 years old. He said he is 74 years old and has had a few traffic tickets but nothing major.

West Palm Beach PBI

Caller enrolled in October 2014 for Precheck. He has only got Precheck once or twice and flies about twice a week. He has his KTN (b)(6). His wife also has precheck. Her name is (b)(6)
They fly on Southwest. He is trying to find out what is wrong.

5/11/2015 9:38:50 AM

He filed a police report at Boston. He had just had surgery and had liquid protein in his bag because this is all he could eat. He had some issues with the AIT because he had trouble raising his arms. They found his protein drink and wanted to open it and he told them no. He was told he had to be searched. He was taken back in the back and thoroughly searched and was hit in his crotch. They could not tell him why this was being done. The police were called and when the TSO explained that they only go to the point of resistance in the private areas of the body and described what we do to the police they told the TSO this is not how patdowns are conducted. He was very upset by this incident and does not want this to happen again.
The flight was April 12th at about 6 pm on Southwest
He was wearing a blue or gray suit and tie. He had on a black coat and black cap. He does not have a name and description of the TSO but he was training someone new.

Caller flew this morning through the St. Louise airport. She is a frequent flyer and is very familiar with the TSA security process. She stated while she was in the AIT the machine the machine never scanned her. Then the TSO said she was clear and they never did a pat down. She stated she had items in her pocket and still had her shoes on. She also stated she has a metal knee and always gets a pat down, but did not this time. She stated that she tried to tell the TSO that they missed her but they acted like they didn t care. She said they acted distracted.

5/11/2015 5:47:43 PM

5-11-15 8:45am
American Airline flight#4377
Gate and Terminal: C10
I flew from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

5/12/2015 4:13:13 PM

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more that happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

REASON for the call: An African American female TSO (average weight, approx. 5 6) was rude, abusive, and disrespectful. The caller passed through AIT and there was an anomaly. A female TSO s advised her to pass through again. A different African American female TSO of similar build directed her to collect her belongings. The said female TSO called back. The caller returned to her and politely asked what inquiring as to what she needed to do. The female TSO mimicked he rudely. The caller explained that a TSO had advised that she had directed her to collect her things and identified the TSO. The said TSO stated that she did not do that and that they do not all look alike. The caller feels that she was a rude, disrespectful, and racist comment..

The caller would like a response in regard to her complaint. She feels that the agent needs further training.

5/14/2015 9:32:40 AM

Date Time:5 10 15 Between 11:45am and noon
Gate Terminal: Terminal 3
Airport: LAX to JFK
Airline: JetBlue
Flight #: 324

Call Reason: Caller states that his wife is flying today from DCA and is pregnant. He states that when she went through the screening checkpoint, the TSO refused to let her opt out of the AIT and forced her to go through it, saying that it was mandatory.

5/14/2015 11:16:00 AM

Date Time: 5 14 12:10 pm(?)
Gate Terminal: (does not have)
Airport: DCA to ATL
Airline: Southwest
Flight #: (does not have; but it is scheduled to arrive at ATL at 2:00 pm)
TSO: tall male with a close shaved beard and a large mole or birth mark on the side of his face

The passenger is very upset over an incident that occurred on 4 27 15. The incident occurred between 2:30PM and 3:30PM at Atlantic City Airport. She was flying on Spirit airlines. The caller went through screening with her partner. The caller alarmed the AIT approximately 3 times. Her partner alarmed the AIT as well. Her partner was patted down by a female officer. (b)(6) was not. She stated that a female officer at the security started giggling whenever she alarmed the AIT. After she caused the AIT unit to alarm the last time, a male officer patted her down without any warning. The male officer patted down her chest, her back area and one of her legs.

5/14/2015 4:06:47 PM (b)(6) was very upset. She was humiliated and very shaken by the encounter. She went to a supervisor or a Customer support manager and filed a complaint. The person told her that it was an internal complaint and that it was not a formal complaint. She was told that she couldn t have a copy of the complaint and that the issue would be handled internally.

(b)(6) feels that she was discriminated against because she is gay.

Caller s old suitcase has a NOI in it with his locked taped to it. He wants to know why TSA cuts locked. he flew from BNA. The TSS that screening him was a jerk. He accidentally left a napkin in his back pocket. The AIT picked it up. He was asked what was in his pocket. The TSS then informed him that since he alarmed that he would have to conduct a patdown. He refused a patdown from a male, and demanded a female TSO pat him down. He was denied entry. He hung around at the airport, until the TSO s switched shifts. He has already filed a complaint and hasn t heard anything back from the complaint. Caller would like to follow up on the incident, and find out what was done about the rude TSS.

Airline: Delta
Airport: BNA
Flight Number: DL9263-047632
5/15/2015 10:18:29 PM Date and Time: Feb 4 or 5 of 2014, he doesn t recall the time, guessing it was around 3PM
Baggage Tag Number: he no longer has it
Description of Luggage: white, larger sized, mid-50 s, was the Supervisor over the Delta Terminal
NOI: In his checked bags, yes.
Anything on NOI: NOI Stamped 2-5-2014 up top by the taped lock, also stamped 2-4-14 at the bottom
Location: Delta terminal
Email: he doesn t use email

Caller is requesting feedback from the BNA CSM in regard to the incident, via telephone.

5/18/2015 7:22:15 PM Caller flew from Hartsfield Jackson to Detroit and back on Delta and he triggered an alarm in his ankle because he has been contaminated by heavy metal. He gave me a lot of credentials and his employment history to show where the contamination come from. He was worried that the AIT are set to sensitive.

Disability Description: Caller states his wife had metal implants in her shoulder.

Incident Details: Caller states his wife traveled this morning and they have a KTN. Caller states she has had shoulder replacement and no one offered to let her go through the AIT and forced her to raise her arm and asking why would she be subjected to a patdown. Caller asked how can he file a complaint. Caller states this occurred at Denver International airport. Caller states she informed them that she can not raise her arms and they forced her to raise them anyway. Caller states that there is no reason for a 70 year old woman to be subjected to this kind of treatment.

Caller states he feels TSA failed to accommodate her due to a medical condition.

Airport: Denver International
5/19/2015 2:15:06 PM Airline: United
Flight #: NA
Date Time: 05-19-2015 8:45 am
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Anything on NOI: NA
Gate Terminal: Gate B 15
Email Address and phone (b)(6)

Caller needs to know where can she find a list of passengers rights.
She is a GE and was not told to removed her laptop from the case at Memphis airport.
She said she was harassed at the checkpoint she is on her 60 s and was on the precheck line was long and nobody was at the regular line she went through the regular line and when she walk through the AIT it alarmed she wears a brace on her hand she was stopped by the tso in a rude manner that she had to received secondary screening she offered to remove the brace and was told not to move.
5/20/2015 5:47:50 PM Her carry on was searched as well she said a $20 bottle of cream was removed she asked them to watched them place the item on the trash and they were upset about it.
She placed a teddy bear and placed back that belong to her son that passed away on the bag and she was accused of hitting the tso with the bear.
She talk to the TSA supervisor and was offered to walk her to the gate.
Caller said all the tso s were mad and rude to her.

Caller traveled 05 19 15 from MEM she went through the security check point gate 18 about 9:30 am central time she was traveling on Delta flight # 82 the flight was schedule to depart at 10:40 am to ATL.
She did not look at the tso names.

CSM RFI—Mishandling RFI

5/23/2015 9:49:24 AM

REASON for the call: The caller always opts out of the AIT screening, but has two negative experiences recently with the TSOs. She feels that the TSOs punish her when she opts out by making her wait a long time for a patdown. Additionally, her items have already went through the screening, and were on the other side of the screening area. She indicated that no one was watching these items, and anyone could have taken them. After waiting for a long time at OAK, she started to ask a male TSO if he could make sure her personal property was safe. He cut her off before she could finish the question, and told her that this was her fault for opting out. He then started asking her why she opted out, as it does not use x-ray technology. She did not want to argue with him, so she just said that it was her decision. She was told again that the lengthy wait time was her fault for opting out, and she feels that the TSOs at these two airports punish someone who opts out. She also believes that there should be a better system for watching a passengers personal property.

Date Time: May 23, 2015; 7:30 AM
Gate Terminal: Terminal 2
Airport: OAK
Airline: Southwest Airlines
Flight #: Not Provided.
Time of Incident: Around 7:00 AM

5/26/2015 2:31:54 PM

He returned from NY yesterday. NOI was present in his checked baggage. He asked why there was an issue with his bag. He asked what would cause an alarm. He signed up for PreCheck a couple of years ago and sometimes he asked to go through the AIT. He believes that there are flaws in the design of the AIT as anomalies are detected on him. He mentioned racial proofing but would not respond when I asked if he believes that he was racially profiled.

He indicated that he flew from Chicago to NY on Friday and sent an electronic form in regard to his however he had not received a response.

5/26/2015 4:35:06 PM

Caller is a flight attendant for American airlines. She was going through DFW today and when she went through the screening process her hands tested positive for ETD. She was pulled aside for additional screening by a black male TSA agent. She told the TSO that she did not want to go through the AIT machine and opted for a pat down. The TSO pulled her aside and told her to wait for a female agent. She had to wait a very long time for the female agent to give her a pat down. She said that both female agents were very pleasant and respectful. While getting the pat down she said that the black male TSO yelled at her that you get a hundred thousand more radiation from flying on the plane then by going through the AIT machine . After her pat down she asked for the name of the black male TSO and found out that he was a supervisor and she believes his name is (b)(6) The supervisor over heard her asking for his name and became very aggressive towards her. He yelled as she was walking away asking for her name. He also made threats that he was going to file a report against her since she was going to file a complaint against him. She felt harassed and threatened by this TSA supervisor. She would like some assurance that the TSA supervisor will not be able to put her name on a list to where she would be pulled aside for additional screening every time she flies.

Date Time: 05 26 2015 2:30 pm
Gate Terminal: D22 Gate
Airport: DFW
Airline: American Airlines

5/28/2015 3:16:29 PM

Reason for the call: Caller was in LGA on Monday. He has a medical condition where he cant be exposed to radiation. He told someone that he preferred a patdown. It was not busy. He was told he needed to wait. He waited 35 minutes. He was told it would take another hour at that point. A pregnant woman also did not want to go through the AIT. She was also told she would have to wait an hour. In order to not miss their flight, they went through the AIT after all.
Date and Time (departure time and arrival time): 5-25-15 @ 2:29 p.m.
Gate Terminal: Terminal C
Airport: LGA
Airline: Delta
Flight Number: DL3659
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: TSO conducting the screening was about 25, possibly Puerto Rican, 5 8 and he had a thin beard at the jaw. The supervisor was a short woman and she had just returned from vacation and that was the reason she could not provide her name. The team leader was black. He covered his badge and was covering for the TSO. He said he had just came in. He was about 60. He took pictures and will email those to us.

5/28/2015 8:06:45 PM

Reason for the call: Caller wanted to make a complaint on a TSO in DAL. She states the TSO was atrocious. She travels every week and has never gone through anything like that. She asked the TSO if she could step in to the AIT. The TSO called an STSO and asked her if she could give her a patdown. She explained to the STSO that she has blisters. The STSO to her to call in the complaint. The TSO said that she needed to wait since it the AIT was slinky and needed to be cleaned.
Date and Time (departure time and arrival time): The original departure time was 7:35 p.m. but it was delayed to 8:25 pm. She went through security at 6:05 p.m.
Gate Terminal: Terminal only one, Gate 19
Airport: DAL
Airline: SW
Flight Number: 3834
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: TSOs description: Female, about 5 1, had her hair pulled up in a pony tail with a clip, Hispanic and in her late 40s. She could barely speak English but she understood. supervisor knew and asked her to follow her.

5/30/2015 1:08:41 PM

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 5/30/2015 11:41:21 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 05/29/2015 8:30 PM Airline & Flight Number : ALLEGIANT 143 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Arriving AT SECURITY POINT THERE SCANING DEVICE WOULD NOT SCAN MY BOARDING PASS,SO WE WERE TOLD TO GO TO ALLEGIANT SERVICE DESK TO OBTAIN A PRINTED BOARDING PASS AND WE HAD 4 MIN. ARRIVING 1-2 MIN.LATER TO FIND THERE SERVICE DESK CLOSED.RUSHING BACK TO THE TSA CHECK POINT APROX.2 MORE MIN.PASS. TSA SAID THERE IS NOTHING THEY COULD DO EVEN THOUGH WE HAD A BORDING PASS,THAT THERE SCANNER COULD NOT READ.NO ATTEMPT WAS MADE TO CONTACT THE AIRLINES AGENT WHO WERE AT THE GATE.A SIMPLE PHONE CALL COULD HAVE SOLVED THE PROBLEM.OR MANUALLY INSERTING INFORMATION ON THE BOARDING PASS,THIS AIRPORT IS NOT A BUSY AIRPORT.AND COULD HAVE DONE SOMETHING FROM 8:20 TO THE TIME THE PLANE LEFT 9:04 ..SEEING WE DID HAVE A BOARDING PASS AND WERE CHECKED IN. SCANNING TOOLS AND OPERATOR SCANNING SHOULD ACCEPT DIFFERENT METHODS TO READ BOARDING PASSES. I FEEL IF AN EFFORT WAS MADE TO CONTACT THE AGENT AT ALLEGIANT WE COULD HAVE MADE OUR FLIGHT.AS I AM WRITING THIS COMPLAINT.TSA ANOUNCED A JACKET WAS LEFT AT THE SECURITY CHECK POINT.AND IF YOUR COLD THIS COULD BE YOUR JACKET.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

5/31/2015 5:11:07 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? yes
Nationality? no
Gender? no
Disability? no

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

What was the date and approximate time of the incident?
Caller flew into LaGuardia on the 11th of May. She had gone outside to smoke a cigarette and when she came back in nobody screened her. She said that her and another lady were waived through the screening checkpoint by a TSO. They did not have to go through the metal detector or AIT machine and they walked right past the screening area against the wall. She stated there were 3 or 4 screeners standing around and talking by the AIT machine.

6/1/2015 4:09:07 PM

Date Time: May 11, 2015 9:00-9:30 PM
Gate Terminal: N A
Airport: LaGuardia
Airline: Delta

6/1/2015 4:24:14 PM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/1/2015 3:07:55 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 05/31/2015 10:30 AM Airline & Flight Number : Delta to Atlanta Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :
Comment : You should know that both my husband and I were randomly selected for the imaging machine (preTSA check) and for both of us false readings were registered. Seems to us that your machines may require adjustment since post pat downs nothing was found. Seems like a waste of your valuable resources to be patting down a retired federal law enforcement agent and his spouse. We appreciate all that you do and providing feedback to assist in your continuous improvement program.
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 has an atrophied leg which is paralyzed. The caller has crutches that she utilizes too.

Incident Details: The caller was traveling through LAX from an international trip. The caller went to security and her crutches were taken from her and not returned until after the screening process was completed. She was left standing alone. The caller stated that her belongings including her money belt were removed.

The caller was then told to take off her shoes and to go stand in the AIT unit. She stated that it was very humiliating as she was having a great amount of difficulty trying to stand. She stated that she has never had to have a patdown after going through AIT.

She stated that after standing in the AIT unit, she was told that she had to get a patdown. Her hands were swabbed as well. The caller stated that she was treated very nasty during this process and that not one time did anyone offer to help her stand or even offer her a cane or a chair.

6/9/2015 2:38:07 PM She stated that the woman who performed the patdown turned her back to her while she was going through her belongings.

The details of the flight is listed below:

Date Time: 6 8 15 5:00PM
Gate Terminal: T4
Airport: LAX
Airline: American Eagle
Flight #: 2855

The caller feels as though she was discriminated against due to her disability. She also feels that she was treated very ugly.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 6/10/2015 3:58:39 PM

6/10/2015 4:13:29 PM
Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):EWR, connecting flight to SFO, flight C132, terminal C, TSA checking point, on 6/10/2015 at 3 pm.
Comments:on 6/10/2015 at 3 pm in EWR airport, while I was trying to catch connecting flight to SFO from Barcelona, I had to checkout and checkin again through TSA terminal C. I requested padding instead of X-ray machine from two young TSA personnel (a young boy and a young girl). They didn't respect my wishes to get me somebody to pad me and the young black tall girl forced me to go through machine if I want to get to my belongings which was already inspected and cleared and left alone. They didn't find me anybody to do body paddling, would not return my stuff to me to wait for somebody for body padding and forced me to go through x ray if I want to get to my left alone purse and hand bags. I was flying alone and there was nobody to watch my items. I had been under radiation for my treatments and didn't want to expose myself to X-ray anymore. She didn't respect my wishes. I told her I will file complain that she made me to do that.
I have been traveling from around the world and SFO and always my wishes been respected except in EWR airport. This is not accepted. a young girl cannot think that she is above everything and my health.

Submitted on Friday, June 12, 2015 - 19:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - MCO - Orlando International
Date of Travel: 06/12/2015
Time of Travel: 7:05 pm
Airline & Flight Number: United 1510
Checkpoint / Area of Airport: Check point TSA Employee: Male name not known
==Complaints==
Complaint Feedback:
- Civil Rights / Civil Liberties
- Other
- Screening

6/12/2015 8:11:22 PM

Complaint:
My 14 year old daughter was put through an AIT machine without being provided other options (as per TSAs manual) She was traveling with family friends and was separated from them when this occurred. She was carrying a US Passport as her identification and was already pre-checked. The TSA attendant was male, no female was operating the machine or attending to my daughter when this occurred. My concern is not only regarding unnecessary exposure to radiation but also risk of pornographic imaging of my daughters body.
Thank you,
(b)(6)

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (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)
The caller arrived at her motel in San Francisco and noticed her lock was missing. She wants to file a claim. Her bag wasn t damaged and she had no missing items.

Date Time: 06 14 15 Departure: 8:54 PM
Airport: LAX
Airline: United Airlines
Flight #: 1600
Bag tag # (10digit): (b)(6)
Bag Description: Ricardo brand, Four wheels. Has an outside pouch and smaller on bottom. Charcoal colored.
Missing Damaged item description: Missing TSA recognized lock.
NOI: Yes

6/15/2015 12:44:03 PM

She wants to know why she has to go through degrading procedures. Such as removing items from her pockets and removing her belt. She also said the AIT maybe harmful.

She asked if you buy a one way ticket if your automatically subject to additional screening.

She also asked if it takes 6 months for a claim to be resolved.

She believes it is insulting to go through a background check for TSA Pre Check.

She also said she has been inappropriately patted down but, it was years ago and she would not like to give any information on it.

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

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.

6/16/2015 12:57:54 PM

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)
TSO Badge #: Was told that the TSO s did not have badge numbers.
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.

(b)(6) was picking up his daughter at SAN today at 11:05am and had to go through screening to pick her up at the gate. He said the TSO was very rude to him. He said he was selected to go through the AIT machine and there was a alarm on his back then they rescanned him and made him lift up his shirt and the screener made a comment about him being white. Then the screener told him to pull up his pants that his pants were not appropriate because he was white. Then he said they swabbed his hands and it dried his hands out. Finally, they told him he wasn t special that he had to wait to retrieve his things like everyone else.

6/19/2015 6:37:23 PM

Date Time: 06 19 2015 11:05am
Gate Terminal: Terminal 1 Gate 1A
Airport: SAN
Airline: South West airlines
Flight #: 4302

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.

Caller has a complaint about a TSO at MCO on a flight she, her husband and her 2 small children took this past Friday out of MCO. She said she was checking in to fly to Louisville, KY and they went through the checkpoint with their 3 year old and an 18 month old children. She said the person doing the screening was (b)(6) and he tried to make her 18 month old walk through the AIT by himself which he could not do. She asked him if she could carry him through and he told her that the child needed to take his shoes off and walk through. The child laid on the ground and cried and would not walk through. She picked him up and told him that she was going to have to carry him through and TSO (b)(6) rolled his eyes and told her to go ahead but they were in the wrong check in line. She said they went to the line for families first and they told her that she needed to go through the regular line so she did. She apologized for being in the wrong line to the TSO and he called her an f*cking a**hole. She said the TSO told her that he did not say what she thought he said to her but she is sure she heard him correctly. She told the manager at the screening checkpoint who identified himself as (TSO (b)(6)) that the event occurred and he was not helpful or empathetic to her concerns and gave her a complaint card and told her to file a complaint online or call the TCC.

6/23/2015
3:39:43 PM

Airport MCO
Airline Southwest
Flight number -- She did not remember.
Date and time - 06 19 2015 at around 8:00 am
Baggage tag number N A
Description N A
NOI N A
Gate or terminal She does not remember.

Mishandling RFI
REASON for the call: The caller stated that his mother by the name of (b)(6) flew from JAX to Dallas TX. the caller stated that AA gave her the wrong boarding pass and she was still able to get through security with it. The caller also stated that she had a pacemaker and requested the AIT instead of the WTMD of which the TSO granted but when she went through they continued to wand her which effected the calibration on her pacemaker and caused her heart rate to speed up. and wand her over her chest and made her pacemaker speed her heart up. The caller was not so concerned about the pacemaker but more of the fact how they would let her through with the wrong boarding pass.
Date Time: 6.22.15 5:20pm
Gate Terminal: N A
Airport: JAX
6/23/2015 5:42:00 PM
Airline: AA
Flight #: 386
Bag tag # (10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: No
Special Notes: None

Disability Description: Caller has a hyper sensitivity disease.

Incident Details: (b)(6) said the last time she and her daughter flew from PDX to Wisconsin she had a very bad experience when she went through screening. She said she used to call (b)(6) at PDX to let her know that she needed assistance but (b)(6) was not there anymore and she had to talk to (b)(6). She talked to her in person and she explained to her that she needed special care going through screening due to her Hyper sensitivity disease. She said that she is not able to go through the AIT and if she does it shuts her brain and she gets very bad trauma.

She said she made it clear to the TSO director that she was going to be using a wheelchair and she could not go through the AIT. She said in most cases when she requested assistance it went very well in the past but this time was a very bad experience for her. She said she usually had a private screening away from the beepers and that kept her from exercising the brain trauma. She also said she used to travel more frequently than she does now but that she had recently moved out of Portland so she was not traveling through there. She said a lady came out and helped her but she did not know her name and she told her she could not go through the AIT but the TSO told her that she has to go through the AIT. The TSO also said that everyone has to go through AIT. She said she had the doctors recommendation in her hand but the TSO refused to look at her paper and pushed her over to the AIT. She went ahead and went through the AIT which caused her to have severe trauma. (b)(6) said she was screaming, I cant, I cant and the TSO just kept pushing her to the AIT. She said she got out of the wheelchair and ran to keep the TSO from pushing her through the AIT. She said nobody questioned what was going on when

6/23/2015 5:49:37 PM

the scene unfolded. She said when she contacted TSO (b)(6) she told her that she had requested assistance and she had received the assistance. She said TSO (b)(6) had apologized to her and assured her that she would take care of the issue but she had never contacted her back concerning the matter. She wanted to report to us that this has occurred in hopes that she would not have to experience it again.

Airport PDX
Airline United Airlines
Flight number 1207
Date and time 06 10 2015 at 9:30 pm
Baggage tag number NA
Description NA
NOI NA
Gate or terminal - She does not remember.

NOTICE:

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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

(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.

6/24/2015 10:37:33 AM

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

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 #:

Submitted on Wednesday, June 24, 2015 - 20:02 Submitted by anonymous user: (b)(6) Submitted values are:

6/24/2015 9:01:09 PM

Feedback Type: Complaint
State: New York
Airport: NEW YORK - LGA - LaGuardia
Date of Travel: 06/24/2015
Time of Travel: 8:30 pm
Airline & Flight Number: Ac7735
Checkpoint / Area of Airport: Terminal B gate A security TSA Employee
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint: Asked for opt out of the microwave scanner. Was told nobody was available and I would have to wait for the next shift even though there were tsa employees standing around. Waited 15 minutes and was forced to go through the scanner to catch my plane. We are not supposed to have to go through the scanner and are supposed to be able to opt out.

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:
http://www.tsa.gov/node/2289/submission/25291

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

Submitted on Wednesday, June 24, 2015 - 22:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Maryland
Airport: MARYLAND - BWI - Baltimore-Washington International
Date of Travel: 06/24/2015
Time of Travel: 9:20 pm
Airline & Flight Number:
Checkpoint / Area of Airport: B
TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

6/25/2015 8:39:18 AM

Complaint: I requested an opt out screening and stood to the side of the AIT line allowing other passengers by. As I stood waiting multiple"officers" assisting travelers in the "Pre" line stood by, looked in my direction and laughed. At no point did they make an attempt to radio for a male assist as they seemed to engrossed in there conversation. After standing for 8 minutes. An "officer" walked up to the gate to allow entry. This officer had zero sense of urgency and seemed more attentive to the conversation of his coworkers in the "Pre" line than his job at hand. As we began to move over to my belongings, his lack of motivation became apparent as what could have been completed in under a few seconds of a walk to around a minute. As we came to my belongings we proceeded with the opt out pay down. When finished the "officer" began looking to swab his gloves and a testing device. To my dismay the only one functioning was located just after the AIT machine. Seeing the "officer" walked up with his hands in the air makes me wonder what contamination could have happened to his gloves and would have invalidated the test. After concluding, I

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

6/26/2015 10:00:10 PM

Complaint: Requested pat-down screening instead of AIT scanning as I am voluntarily permitted. TSA personnel were unable to locate 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

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 - 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

6/28/2015 6:03:25 PM

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

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)

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 4:59:02 PM

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 travelled from Chicago O Hare, and no one reviewing the carry on bags. They were all allowed through with no screening.

CSS McCoy took over the call:
Caller stated that her and her mother were not screened going through the screening checkpoint at Gate L7 at the last checkpoint going on Spirit Airlines . The caller stated that her mother was able to bypass the AIT and the WTMD. The caller herself was also stated that she too was able to bypass the AIT and WTMD. The caller stated that she asked the TSO why they did not have to go through screening she stated the TSO said, (maybe it was because the mother had on a Navy shirt.)

7/4/2015 1:57:42 PM Flight information of the caller:
Date 7.3.15 Time: 6:25pm
Gate Terminal: L7
Airport: ORD
Airline: Spirit
Flight #: 903

Disability Description: Caller has a pacemaker and knee replacement.

Incident Details: The caller , who is 79 years old, has a pacemaker and a knee replacement. When she was going through screening a TSO made her go through a WTMD. The caller told the TSO that she has a pacemaker but she still had to go through it. The TSO kept making her go through the WTMD even though the caller told her several times that she has the pacemaker. The caller stated that her heart kept going out of rhythm and the TSO was very rude and unpleasant. The TSO then told her to take off her shoes. The caller then told the TSO that she didn t have to since she was over the age of 75 but the TSO still made her take them off. The TSO then made her go back through the WTMD. The caller told her several times she has the pacemaker. The TSO then made her go through the AIT and everything was fine.

7/6/2015 11:37:52 AM

Date Time: 7 3 2015 Between 7:00am - 8:00am
Gate Terminal: Terminal B
Airport: MCO
Airline: Southwest
Flight #: 1089
Officer Description: Female, Not Young, Light grey hair, Stern, Average size, Average height. In charge of the WTMD.

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)

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.

7/7/2015 2:41:58 PM

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)
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.

Caller wants to know how come her and the passengers with her were treated so badly at the Wendover airport. She advised she felt like the TSO was picking on her. She went through the AIT machine and she advised that the machine did not alarm but she still received additional screening. She advised that her purse had her diamonds, and money in it and she was separated from it she advised that usually they take her and her belonging to another area if additional screening is needed. She advised that she feels like these were new hires and did not know the screening procedures.

7/8/2015 12:28:51 PM

Date Time: 7-05 About 10am
Airport: Wendover
Airline: Allegiant
Flight: Unknown

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.

7/9/2015 9:28:00 AM

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)

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.

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).

7/9/2015 2:29:30 PM

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

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: The caller went through security at SLC, and asked to opt out of the AIT. He was told by a TSO that they make all passengers go through the AIT screening, and he felt forced to undergo this screening as well. He wanted to file a complaint regarding the incident, and believes that the passenger should have the option to opt out.

Date Time: July 11, 2015; 10:40 AM
Gate Terminal Number: B15
Airport: SLC
Airline: Southwest Airlines
Flight #: 964
Time of Incident: 8:30 AM
Description of TSO: A young, male Caucasian

7/11/2015 10:57:36 AM

The caller is a FF with Southwest Airlines, and she has noticed a decrease in the number of times that she has been chosen. She wanted to know why this was happening, and if the AIT machines were safe due to radiation.

7/12/2015 3:10:55 PM

Call Reason: Caller states that she had a horrendous experience at ORF. She states that in the security line approaching the body scanner, she felt like she was in prison. She says that she wanted to opt out of the AIT, but the TSO said that she had no right to opt out, and when she pressed the issue, the TSO took her time and acted like she was calling someone but finally did it herself 10 minutes later. She also says that the person behind her was denied opting out and went through the AIT scanner.

7/13/2015 10:23:44 AM

Date Time: 7 12 6:00 am
Gate Terminal: (does not have)
Airport: Norfolk VA to Chicago
Airline: Southwest
Flight #: 4181
TSO: petite pregnant female TSO of Latin descent

Since 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.

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.

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.

7/16/2015 2:17:58 PM

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.

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

7/16/2015 9:40:14 PM

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

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)

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)

Disability Description: (b)(6) has a pacemaker and also has dementia.

Incident Details: The caller is calling on behalf of her sister, (b)(6) (b)(6) is 92 years old, has a pacemaker and also has dementia. (b)(6) doctor said not to let (b)(6) go through the AIT because of her pacemaker. The caller told the attendant that (b)(6) could not go through the AIT machine, however, they made her go through it anyway. The caller is upset that this happened, because the doctor said it could damage her pacemaker. Also, the caller stated that both (b)(6) luggage and her luggage was opened and their items were scattered everywhere. In (b)(6) bag, her bottle of Tylenol was missing, and in the caller s bag, a bottle of Tylenol was spilled out everywhere. The caller wants (b)(6) to be reimbursed for her bottle of Tylenol.

7/20/2015 12:42:39 PM

Date Time: July 14th 2:40 pm
Gate Terminal: N A
Airport: OKC
Airline: Southwest
Flight #: 691
Bag tag # (10digit: N A
Bag Description: Large, brown, with a piece of yarn on the handle
Missing Damaged item description: A bottle of Tylenol
NOI: No

The caller didn t have (b)(6) luggage information.

7/20/2015 6:54:51 PM

Caller wanted to know if it was legal if the TSO can keep checking her hair evertytime she goes through the AIT at the checkpoint?
She has Twisted braids for her hair and it is her real hair.

Are they supposed to change the gloves before the search?

The caller and his wife has been trying to file a complaint through our website and they have been getting a pop up screen saying this platform is not available. They want to file a complaint on a TSA officer.

The callers wife and his three kids were going through the screening process. His Wife told officer (b)(6) that she didn t want to go through the AIT. She was verbally harassed by officer (b)(6) The wife then told the officer that her son was not going through the AIT as well. Office (b)(6) then started yelling at her to the point where everyone notice her. The callers children were very scared. When the wife was gathering her things from the belt after screening, Officer (b)(6) snatched the items out of the wifes hand.

7/21/2015 1:33:30 PM

Date Time: 6 29 2015 10:00am
Gate Terminal: Not Available
Airport: Memphis International
Airline: Delta
Flight #: D3541
Officer Description: Female, African American, Officer (b)(6)

Caller states he called earlier and states when he flew from Tampa while he was going through the checkpoint one of the TSA agents opened the rope and allowed them to go through her line. Caller states she had them go past the AIT screening to their belongings and asking if this is normal. Caller states they did not experience any sort of screening.

7/21/2015 3:56:20 PM

Date and time: July 20, 2015 at 10:30 Am
Airport: TPA
Gate Terminal: caller is unable to remember
Airline: Delta
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.

(in french, in english below)
Cher Madame, Cher Monsieur,
Mes deux bagages en soute (vol AF 017 pour Paris CDG) ont fait l'objet d'une inspection approfondie par les services de TSA, le 20 juillet 2015 à JFK. Je n'ai rien à redire sur le principe qui est légal et utile pour la sécurité des voyageurs.
Je regrette que l'une des serrures (le cadenas d'un sac Lancel) ait disparu ce qui n'est pas trop grave. En revanche les deux bagages ont voyagé sans aucune fermeture ce qui aurait permis à plusieurs moment qu'ils soient ouverts par des personnes mal intentionnées, surtout si j'avais voyagé avec plusieurs escales.
Ce n'était pas le cas, mon vol était direct, et à première vue je n'ai pas observé d'objet ayant disparu.
Evidemment, il est toujours désagréable de subir une fouille qui est une forme d'intrusion dans la vie privée. J'en comprends les raisons et les besoins pour la sécurité. Je suggère néanmoins que l'administration de TSA
1° prévienne les passagers avant le départ qu'ils ont fait une fouille, ce qui permettrait par exemple de donner aux contrôleurs le code de la serrure pour refermer la valise, et d'être plus vigilants à l'arrivée de leurs bagages
2° qu'un système de fermeture même léger (large ruban adhésif) assure un minimum de sécurité contre des manipulateurs malveillants.
En espérant que mes remarques vous seront utiles,
avec mes meilleures salutations
(b)(6)
PS Pouvez vous m'expliquer pourquoi nos bagages ont été fouillés ? J'ai regardé le site TSA et je n'ai vu aucune informations qui m'aurait été utile pour mieux sécurisé mes bagages.Je voyage depuis 50 ans par avion et c'est la première fois que cela m'arrive.

7/22/2015 8:31:06 AM

Dear Madam, Dear Sir,
My two hold luggage have undergone a thorough inspection by the TSA services, on July 20, 2015 at JFK (flight AF 017 to Paris CDG).
I have no complaints about the principle which is legal and useful to the safety of passengers.
However I regret that one of the locks of my Lancel bag has disappeared. Both luggages have traveled without being closed which would have allowed on several times open malicious people to open them, especially if I had traveled with several stopovers.
By chance my flight was direct, and at first I did not observe any object having disappeared.
Obviously, it is always unpleasant to undergo a search which is a form of intrusion into private life. I understand the reasons and the necessity for security purposes. Nevertheless, I suggest that the TSA administration
1- warn passengers that they have done a search, so they could give the code of the lock controllers to close the bag, and they would be more vigilant in monitoring their luggage,
2- put a light closure (wide tape, for example) which will provide basic security against malicious manipulators.
Hoping that my comments will be helpful for anyone,
Sincerely
(b)(6)
PS Could you explain me why our bags have been selected for physical inspection. We didn't see on your web site any information helping us to secure better our luggage. I am travellinf by airplane since 50 yeras ansd It is the first time it happened

7/22/2015 1:08:00 PM

The caller is filing a complaint on TSA at the screening process in Washington-Dulles International Airport. He said they closed half of the screening and made everyone go through one AIT machine. He arrived at the airport an hour early and because of the screening closing, he missed his flight by 2 minutes. They booked him another flight, which won t go out for another 9 hours. He is highly upset, and just wanted to make a point.

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,

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.

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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 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.
Disability Description: Visual Impairment.

Incident Details: Caller wanted to know what the proper protocol is for passengers that are totally blind and uses a cane. He said at other airports that they scanned it before and after his AIT but when he traveled today through AUS that the TSO made him give them his cane and they kept it for screening for about a minute. He wanted to know why they had to take his cane away from him for when other airport do not. Passenger said he believes the TSO was standing over behind him twirling his cane like a baton. He said he did not believe that the TSO had the cane in his possession long enough to do any real testing on it. He asked me if I though this would be considered discrimination against him because he is blind.

7/25/2015 10:23:15 AM

Airport: AUS
Airline: Virgin America
Flight Number: 444
Date Time: 07 25 2015 at 8:30 am
Gate Terminal: Terminal 31

Caller works for the airline, and prefers to use the AIT instead of the WTMD. Caller was told today that she had to go through the WTMD to be screened, but her metal hip alarms the technology. This is the reason the caller wanted to use the AIT. Caller said that the blonde, short haired, white female that is about 5 feet, 4 inches TSO was being rude to her in front of her co-workers and other passengers about only being allowed to use the AIT. Caller was asked if she had a medical condition that would be an issue with the WTMD, and the caller answered that she did not have to answer that because she feels it is no ones business. Caller wanted to know what the protocol was for the screening technology and if she has to inform the TSO s about her hip replacement. Caller does have a card from her doctor that explains her hip replacement.

7/25/2015 3:52:19 PM

Date and Time: 07-25-15 at 5:50 AM
Gate Terminal: A 5
Airport: GRR
Airline: Delta
Flight #: 2211

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.

7/26/2015 11:27:48 AM

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

Reason for the call - She wanted to report a rude screener.

7/27/2015 12:45:43 PM

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.

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.

7/27/2015 4:54:17 PM

Date Time: 7 27 1:20 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

Disability Description: Caller has an electronic device implant.

Incident Details: She informed the guy running the AIT machine that she has an electronic implant in her butt. She has a card saying that she cannot go through any of the machines. The screener made her go through the AIT machine twice and was very rude about it. Because the AIT screening did not go well she was subjected to a lot of additional screening. She was very embarrassed about it. She was offered private screening and she did do that. Her electronic implant is no longer working and she believes this is because she was forced to go through the AIT machine. The woman who assisted her with the rest of the screening was very nice but she is upset about the way the guy treated her and that he did not take her disability seriously.

7/29/2015 1:04:54 PM

Date Time of Travel: 07 28 2015 Screening at 4:30pm Flight at 7:25pm
Gate Terminal: 4 She thinks it was gate 408
Airport: ONT
Airline: US Airways
Flight #: 674
TSO Name (Rude screener): It was a white male with lighter hair that was manning the AIT machine who was rude.
TSO Badge # (Rude screener): Not Provided

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 2:25:14 PM

The caller has a complaint from 7-16-15. The caller tried to submit his complaint online and the system will not send the complaint. The caller states that he was at ORD at 6:00am and the caller states that it was extremely busy at the airport. The caller arrived an hour and a half to get through screening and he walked on the plane as it was departing. The caller states that at gates 7A and 7B at the American Terminal they have made half the lanes precheck lines and the caller states that the precheck line had no one in it and the caller states that they were all crowded into other lines. The caller states that officers were taking people from the middle of the line and take them into the precheck line and the caller states that the officers should have taken people from the front of the line because they had been there longer. The caller asked the officer that was taking people from the line what about us that are in the front of the line and the officer responded that if he wants to go in the precheck line he should join the precheck program. The officer in question was a white male about 38 years old with light hair. The officer was walking around with an Ipad and was taking passengers to the precheck line. The caller states that when he finally got to the line they had 4 AIT s and one was closed and the caller wants to know why TSA has the machines if they are not going to use them. The caller states that the officers at ORD are very rude. The caller wants to verify that the lines are designated by the airline and airport. The caller thinks that the precheck is a hindrance to other passenger because the volume of passengers does not support the space it takes at the screening checkpoint. The caller states the officer made him feel like if he wants to get through screening quicker he would have to pay for the service.

Date and Time: 7-16-15 and went through screening at 6:00am for a 7:30am flight.
Gate Terminal:
Airport: ORD to MSP
Airline: American Airlines
Flight #:1405

Submitted on Wednesday, July 29, 2015 - 17:31 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DAL - Dallas Love Field
Date of Travel: Thu, 07/23/2015
Time of Travel: 11:15 am
Airline & Flight Number: Southwest, 6588 Checkpoint / Area of Airport: Security checkpoint, didn't note lane number TSA Employee: Name unknown; tall black male, age approx 30
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint:

7/29/2015 8:05:46 PM

I requested to opt out of the AIT machine prior to my flight at Dallas Love Field yesterday. When I informed the agent who was waving me towards the AIT machine, he looked at me (and glanced at my body), then said something like, "Uh, you know, breasts, buttocks, groin...?" I told him I was aware of what opting out entails and that I had done it many times.

Usually when I request to opt out, the standard response is, "Step over here. Female assist." The response from the male agent yesterday made me very uncomfortable; I am choosing to believe that he was not trained/prepared to respond to my request and that he wasn't intentionally trying to harass me, although that is how I felt.

The reason that I always opt out of AIT is that I do not feel comfortable with my body being scanned and examined by an unknown person who may be male; I prefer to be checked by a female examiner, even though it is also invasive. Yesterday's experience made me feel like I got the worst of both worlds. I would request

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) Rosamond, Ca

7/30/2015 2:13:08 PM

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

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

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

What was the date and approximate time of the incident?

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

Submitted on Sunday, August 2, 2015 - 04:49 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Security Issue
State: New York
Airport: NEW YORK - JFK - John F. Kennedy International
Date of Travel: Sun, 08/02/2015
Time of Travel: 4:30 am
Airline & Flight Number: Jet blue 939
Checkpoint / Area of Airport: Terminal 5 TSA Employee:
==Security Issue==
Security Feedback:
- Advanced Imaging Technology
- Other

8/2/2015 9:44:00 AM

Security Issue: Just a question - is it ok to let TSA employees and airline personel with their families (not on duty) to bypass the line and not go through xray but just through the metal detector? I understand tsa employees are not allowed priority treatment as policy but as I was standing in the "even more speed line" two whole employee families were placed ahead of us. In addition I was travelung with 2 kids that were put through the xray scanner (usually they go through the detector) but the employee asked to be put through the detector and was granted the privilege with his family. Not a corteous experience at JFK as I am used from TSA in other places. Dont think security was breached but not right...

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)
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 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.

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.
8/4/2015 12:40:57 PM	Mishandling RFI REASON for the call: The caller went through the AIT machine at San Francisco airport and the lady told her that she needed to hold her glasses up, then the guy behind the machine told her she needed to put them on her face and he came around and forced them on her face and now the glasses are broken. Date Time: 08 03 2015 11:55 PM Gate Terminal: N A Airport: San Francisco Airline: Sun Country Flight #: FY398 Bag Description: It happened during the AIT machine Missing Damaged item description: White reading glasses, very small, and the right lens has fallen out. NOI: No
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
8/5/2015 2:01:48 PM	Incident Details: The caller wants to put in a complaint on a TSO at Dayton Beach. The flyer went through security yesterday morning 5:30am, he went through the AIT but he is unable to put his right arm up. The TSO told him to put his arm up but he informed the TSO that he is unable to put his arm up because he has shoulder issues. The TSO came and grabbed him by the shoulder and raised his arm up. The caller yelled out in pain and the officer dropped his arm. It tore his rotator cuff and now he needs surgery. The caller has contacted his doctor and an attorney. He is very upset about this experience and the injury it has caused him. Date and time of incident: 08 04 2015 5:30am Airport of incident: Daytona Beach Airline name: Delta Flight number: 1566 People invovled in incident: White male TSO, probably late 40 s, light brown hair, probably 6 1 Description of incident: The flyer went through security yesterday morning 5:30am, he went through the AIT but he is unable to put his right arm up. The TSO told him to put his arm up but he informed the TSO that he is unable to put his arm up because he has shoulder issues. The TSO came and grabbed him by the shoulder and raised his arm up. The caller yelled out in pain and the officer dropped his arm. It tore his rotator cuff and now he needs surgery.

Submitted on Thursday, August 6, 2015 - 07:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Security Issue
State: Florida
Airport: FLORIDA - JAX - Jacksonville International
Date of Travel: Fri, 07/31/2015
Time of Travel: 9:25 am
Airline & Flight Number: AA 2383
Checkpoint / Area of Airport: Checkpoint Pre Check TSA Employee: LTSO Female
==Security Issue==
Security Feedback:
- Advanced Imaging Technology
- Other

8/6/2015 8:26:34 AM

Security Issue: I was processing through the Pre Check Lane at JAX around 0927, as I walked through to metal detector I was randomly selected for additional screening. I was told to step back out and go through the body scanner, after a few minutes a female LTSO came over to screen me and the gentleman behind me. When I walked into the machine I handed the LTSO my cowboy hat which I was not required to remove but was trying to be helpful to screening, she informed me that my hat had to go through the x-ray, at that time I politely asked for it to be hand checked, she to me it had to go through and to me it had a metal band (pointing to the wrong place where one would be) I informed her that I was a random selection and did not alarm the metal detector, I politely asked that she hand check the hat three times and was told that was not an option. I had anomalies on my back when I was scanned and she, stated there were no males available, and walked away leaving me unattended for a period of 30 to 60 sec, without saying anything to me. My concern is that had I not known what needed to happen I could have left and been in the terminal without being screened, MAJOR SECURITY ISSUE. I

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

Disability Description: Caller has Multiple Sclerosis.

Incident Details: Reason for the call - Caller said that she feels discriminated against.

Airport - SEA
Airline - Alaska Airlines
Flight Numbers - 516
Departure Times - 6 am
Arrival Times - She want through the checkpoint at approximately 5 am.
Date And Time of Incident - 8 07 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 - D
Terminal - Does not know.
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved (b)(6)

8/7/2015 8:45:25 AM

Special Notes - Caller has Multiple Sclerosis. She has a gel medication that cost $800 a tube. The bottle contains 100 grams. She told the TSO about her medication. She went through the AIT and almost fell. She was kept separate from her purse and her carry-on for about 10 minutes. She was taken to a different area. She had to walk on the dirty floor with her bare feet. All the items in her purse and carry-on were taken out. She said that the TSO told her that MS is not that big of a deal. The TSO told her to stand on one leg, hold her arms out, and to spread her legs. She said that the TSO put her hands in her crotch, her buttocks, and touched her breast. She was asked to lift her shirt and turn her pants down. She said that she was overwhelmed. She asked to call her husband and was told that she could not touch anything. She canceled her trip due to the incident. The purpose of her trip was to visit an eye specialist that she has been waiting months to see. She said that on three occasions someone said that she should be treated like someone in a wheelchair and that they should get her a wheelchair. She said that she was molested when she was 12 years old. She was told that all of the things that she went through was because of the medication. She said that she feels like she was discriminated against. She said that they took a picture of her drivers license and told her that she was uncooperative. She wanted to make a complaint.

The caller is pregnant tried opting out of the AIT machine but the TSO wouldn t let her. She wants to file a complaint to make sure this doesn t happen again.

	Date Time: 8 9 2015 1:30pm
8/9/2015	Airport: DEN
4:09:16	Airline: Southwest
PM	Flight #: 2675
	Officer Description: Latina, Short, medium weight, black hair, in her 40 s

Date Addec Contact Details
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: 1/1/2013 9:33:46 AM

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013 11:00:2 Subject:Suggestions
Name (b)(6)
Email (b)(6)
Comments:As a constant traveler being in the Navy I have noticed through several airports that personnel that work for airlines are permitted to travel through security check points with beverages, belts, items in pockets that causes metal detectors to go off without as much as a flinch from the TSA agents. As being in a position of authority in the Navy, I have come to learn that leading by example is the best way to set a positive example and in this instance relieve favoritism towards airport staff. It seems to me that the enemy would not target airport patrons that rarely travel but those that have constant access to any area. When I asked the TSA agent why a stewardess is permitted to pass through security with beverages and belts she said because they work here and they do what they want. In keeping our nation secure no exceptions should made for staff or patrons passing through security. I hope that this sheds light on a growing lacsidacial attitude that is embodied with keeping Americans safe. Thank you.
The caller said everytime he flys he notices TSO's walking around the metal detectors with bags, thermoses and other items. The caller said he is going to fill out a card he was given and he was going to send in a letter. The caller said he believes
:013 9:26:3 everyone should abide by the rules.

I told the caller to the employees have underwent background checks. I told the caller we monitor the number and nature of complaints to track trends.

Remote Client IP (b)(6)
Date Time: 1/2/2013 10:10:56 AM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Security Checkpoint at JFK T1:
Around 7pm, Saturday, December 29, 2012,
For Flight AF 11 (9:45pm, Dec 29), Gate 6.
Comments:I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:
Around 7pm, Saturday, December 29, 2012,
For Flight AF 11 (9:45pm, Dec 29), Gate 6.

013 12:07:3 Not comfortable with images of my undressed person being viewed by anyone, I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

In the meantime, we had been waiting about 7 minutes for the woman supposed to be patting me down, and I was starting to worry about my PC left on the security ramp, so I asked the man if he could go and make sure it was still there. He told me to just wait (not very kindly). I responded I really wasn't comfortable leaving it there, so he let me go to a point where I could see the basket I had put the PC in. That didn't help at all (since I can't see through the basket), but at least a supervisor had arrived so I thought the worst was over and she would let me at least check to see if the PC was there.

This supervisor's name is (b)(6) and she is the most hostile woman I have ever had to deal with in my life.

She came over barking, "What is the problem here!". The man working responded, "She needs a pat down." (b)(6) then said, "Well then you need a pat down and that's it. What's your problem." I said, "I'm fine with that, but I don't understand why no one can check to see if…" She cut me off saying, "Excuse me, lose the attitude. This is a government property… I honestly don't remember what else she said, it was so absurd and unrelated to what I was trying to say. I finally said I wasn't interested in arguing and that I just wanted the pat down. She continued to bark at me, cutting me off, telling me that *I* was giving Security a problem (this is absurd), until finally she left.

The woman who performed the pat-down was very kind and professional. She asked me if I would still like to speak to a supervisor. I said, honestly, I just don't understand why no one else can explain what the rule is between the metal detector and the body scan. She explained as best and kindly as she could, and I thanked her. She asked me if I wanted to speak to a different supervisor about my experience and I thought that it wasn't a bad idea. The woman who patted me down had a male

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date Time : 1 2 2013 5:08:45 PM Airport : JFK - John F. Kennedy International Date Time of Travel : 12 29 2012 7:00 PM Airline Flight Number : AF 11 to Paris (9:45pm) Checkpoint Area of Airport : T1, toward Gate 6 TSA Employee: (If Known) : (b)(6) Comment : I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1.

Around 7pm, Saturday, December 29, 2012, For Flight AF 11 (9:45pm, Dec 29), Gate 6.

Not comfortable with images of my undressed person being viewed by anyone, I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

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:013 6:09:1

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She came over barking, "What is the problem here!". The man working responded, "She needs a pat down." (b)(6) then said, "Well then you need a pat down and that's it. What's your problem." I said, "I'm fine with that, but I don't understand why no one can check to see if..." She cut me off saying, "Excuse me, lose the attitude. This is a government property..." I honestly don't remember what else she said, it was so absurd and unrelated to what I was trying to say. I finally said I wasn't interested in arguing and that I just wanted the pat down. She continued to bark at me, cutting me off, telling me that *I* was giving Security a problem (this is absurd), until finally she left.

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So I agreed to speak to another supervisor. But instead of a different supervisor coming over, (b)(6) came over having learned I wanted to complain, barking even more about my "problem." So I said to her that I was not happy about the way I was being treated. She just got nastier and nastier, telling me that *I* had the attitude, but every time I tried to reason with her, she just cut me off. So I asked her for her name. Then she asked me for my boarding pass. I gave it to her. When she

Forwarded for review and appropriate action.

Thank you!

Rob Neumer

Program Analyst

Civil Rights Division

:013 6:10:2

From: (b)(6)
Sent: Wednesday, January 02, 2013 2:02 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/2/2013 2:02:21 PM

Name:

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.

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.

013 10:09:5

We hope this information is helpful.

TSA Contact Center

On Thu, Jan 3, 2013 at 12:46 AM, (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 delaying it getting to the plane. The odds of a bag being inspected twice on the same trip are so low that this was clearly done on purpose. I think this is uncalled for and an apology at the least is owed.

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 paldown. 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.

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.

!013 3:32:1

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.

Told her that is procedure and I shared the following info with her:
Caller states: Flying from Reagan to Eugene Oregan with a stop in Salt Lake City on Delta. Caller is traveling with cats and is upset that the cats are counted as her carry on even though she pays extra for them to fly. Also concerned that during screening that the cats will get away.

Advised caller: The baggage limits are set by the airline.

Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

!013 5:35:2

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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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.

013 11:29:0 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.

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URGENT

1/5/2013

Hello,

This is not the first time that an unpleasant and unnecessary incident happened while passengers are being screened at TSA airport premises. Another passenger lost her valuable jewelry since your requirement is to ask passengers to remove them prior to pass the metal detector. Another passenger stole them as the camera surveillance caught it. It happened in Fort Lauderdale International Airport on 12/9/2012 and in Miami not long time ago. TSA should be fully responsible for each passenger from the moment its entrance until its departure from TSA's premises.

:013 2:26:5

If you are not going to take an immediate action, that incident won't be the last one. Do not wait for long as the tragedy happened to Newtown left without any security. We are tired to try to solve the problems afterwards. Open your eyes and do not only follow your rules! Try to work with an open mind!

Please do not reply with a routine answer.

(b)(6)

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

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Remote Client IP:(b)(6)

Date Time: 1/4/2013 1:06:06 PM

Name:(b)(6)

Email:t(b)(6)

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):George Bush Intercontinental Airport (Houston), United Airlines flight 1490 from San Jose, Costa Rica, connecting to flight United Airlines 1616 to Chicago O'Hare.

Comments:At about 7:50 p.m. on January 3, my family was passing through the TSA checkpoint at George Bush Intercontinental Airport connecting to our flight to Chicago after arriving in Houston from Costa Rica. When asked to pass through the x-ray machine, we opted out.

:013 2:26:5 They put us to the side with another woman who had also opted out and was waiting for the 'pat down'. I was then brought with my daughter through the standard metal detector and cleared through security while we waited for my wife to receive a pat down. As we were waiting, we heard a TSA employee (on our side of the checkpoint) begin ranting about how "All these passengers are opting out because they're uninformed about these machines." Not like it's TSA's business why we were opting out, but I opted out not because I am uninformed about anything, but because I believe free people have an obligation to resist tyranny.

In any case, a man a few people behind us in line also opted out and was waiting for his pat down. He was clearly angered by the TSA employee, and the two of them began a shouting match over the short wall. I couldn't hear all of it, but the TSA employee was shouting at the man that the machines "don't use radiation," which is just ignorant. I suppose she could have claimed they use a low or safe dose of radiation (not sure if that would be correct), but it's disconcerting that someone operating an x-ray machine would make a claim like that. In case I'm not being totally clear: someone who doesn't understand that x-rays are radiation should not be operating an x-ray machine.

In my opinion, shared by millions of my fellow Americans, people who refuse to be x-rayed as a condition of traveling in their own country are heroes, and we do not deserve to be treated like this. The clear intent of he TSA employee was to humiliate us in front of our fellow passengers for refusing to submit to the x-ray, which is unacceptable. If the price of opting out is being publicly humiliated by TSA employees, it's not an option at all.

While the TSA employee and the man were arguing, I heard another TSA employee (the one who patted down my wife) tell a co-worked to call security to "deal with that passenger". At no point, however, did any TSA employee step in to deal with the co-worker trying to humiliate and provoke fights with travelers exercising their rights. Oh, and after she cleared security, my wife started crying due to the behavior of this woman.

The employee was a short African-American woman in her 20s, dark skin, hair pulled back. She was working on the post-x-ray side of the checkpoint.

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.

!013 3:09:1 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.

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: 1/4/2013 7:12:37 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #:719/Frontier/Terminal B/Orlando International Airport, Orlando, Florida/Gate:90/Date: 3 January 2013/ TSA agents involved:(b)(6) and(b)(6)
Comments:I went through OIA's TSA checkpoint for gates 60-120 on Thursday, January 3, 2013 at approximately 12:45pm. I was in a line for the scanners (under clothing) when I "opted out". I was told to wait for a pat down by a metal detector behind the scanner, while my luggage, laptop, and other valuables continued on through the x-ray machine and down the conveyor belt on the other side. I did not have a clear view of my items and I had to wait at this point for approximately 5 minutes.
!013 8:06:2 I heard one of the TSA agents call for a female agent for me 3 times before one showed up. During this time, several (at least 6 or 7) airline passengers went through the scanner and went by my items that were sitting on the conveyor belt. I even saw one person (non-TSA) move what I think were the bins containing my items down the conveyor belt. When the female TSA agent finally came to me to let me through the gate for the pat down, she immediately had a negative attitude toward me. I was crying because I could not see my items and I thought someone had already stolen my laptop (the non-TSA person I saw move my stuff from the conveyor belt). I told the TSA agent that I could not see my things clearly and she said no one has passed ahead of me through the scanner. I said to her that "this is untrue". I said it calmly, in a speaking voice (i.e. non-threateningly and not loudly). The TSA agent whipped around and starred at me silently as though she was about to hit me. This woman was angry and I do not know why. She lied to me about my items and when I gently tried to correct her (only once), she acted aggressively. This is not someone who should be in a position of any power or interacting with the public. She had me stand off to the side of the scanner "traffic" and began her schpiel about pat downs. I was still crying because I did not know if my things had been stolen from the conveyor belt and this woman was terrifying. She refused to do the pat down even though I told her I consented to it and I just wanted to get it over with. I repeatedly said that I was NOT objecting to the pat down. She made me wait while she called her supervisor,(b)(6) While we were waiting for the supervisor, this TSA agent told me I was "embarrassing myself" and that I was being ridiculous. I was not shouting, I was following the agent's commands, and no one would have known there was a problem unless they looked at my face and saw me crying. I was upset and being told that this was my fault and that I was "embarrassing myself" by a hostile, angry TSA agent that, at that point, really does have the power to embarrass me. This is a terrifying situation for a civilian. The supervisor came over with another female and attempted to diffuse the situation. The original TSA agent again refused to perform the pat down. I told the supervisor that I was not refusing a pat down and that I would comply with whatever needed to be done. The supervisor still seemed upset and told me that I was standing in the way, despite the fact that I was standing exactly where the original TSA agent told me to stand for the pat down. Finally, the agents let me collect my remaining items from the conveyor belt. I was made to stand off to the side and was finally given a pat down by another TSA agent. During the pat down, the agent went over my genitals twice. I think that this is not protocol, especially because there were no questions about this area (i.e. I did not have on baggy clothing and the TSA agent did not find anything suspicious). I am a petite person and I always wear tight clothing through security to try to avoid this situation. So, to me, that says that I was frisked in an inappropriate manner because I made another TSA agent angry. After the pat down, I was given the all clear to go on to my gate. I later asked another TSA agent the names of the people involved by pointing them out to that agent.(b)(6) was the supervisor and(b)(6) was either the orginal (angry, hostile) female TSA agent or the one that finally gave me the pat down (they looked similar: black, 30-40s, overweight/obese females with there hair tied back). Having to get a pat down is humiliating enough, but when someone thinks their things have been stolen, TSA agents should be trained to be a little nicer. I would like to know what will be done about the situation I was put in and why it took so long for a female TSA agent to come and get me.
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.

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.
!013 1:07:3

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)

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: 1/5/2013 5:00:29 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Sunday, December 30 around 12:15 a.m. in line at the Phoenix Sky Harbor Airport gate A main security screening entrance
Comments:Sunday, December 30 around 12:15 a.m. I waited in line at the Phoenix Sky Harbor Airport gate A main security screening entrance and witnessed a TSA employee who I believe was out of line.

:013 5:41:3

I do not have the employee's full name. I tried to read his name tag but could only see the first letters of what looked like a longer last name starting with (b)(6) or (b)(6) He was one of two agents checking boarding passes at the first point of contact with flyers. He was not the agent with the name (b)(6)

The agent was rude, impatient and made the experience of waiting in a long line particularly uncomfortable and tense.

At one point, I heard him yell to the entire room something close to: "What part of metal detector don't you people understand?"

Another time, after scolding passengers in line who'd bypassed the stanchions, a flyer explained to the agent they were just following everyone else. The agent responded, "Would you follow other people off a bridge?"

I believe it this agent who complained aloud, "I've been here since noon."

I did not directly interact with the man, but witnessed and heard this and other rude comments.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 5 2013 10:30:17 PM Airport : PHL - Philadelphia International Date Time of Travel : 01 04 2013 12:30 PM Airline Flight Number : usair flt#735 from Man UK Checkpoint Area of Airport : Security check for connecting flt to Charlotte.NC TSA Employee: (If Known) : Middle aged female assigned to Metal Detector Comment : My age is 78 and I didn t remove shoes as I m aware of policy. I was also reminded of this by Passport checker. The loud and extremely rude person in question told me to remove shoes and I politely told her my age which she advised me she could tell how old I was and get them off as the metal detector had gone off and she didn t need me to tell her her job. The person behind me said quot;It s one thing to walk in cattle-pens, but quite another to be treated as same. quot; The line I was in was extremely long and many people were bemoaning the fact they were going to miss connecting flights I

:013 9:14:2

made mine with 10 minutes to spare. The incompetence was glaring and attitudes of at least three TSA officials was inconsiderate,loud and aggressive and most unfair for, if one tried to defend oneself under these circumstances I m sure it would only escalate the problem and the traveler would be on the losing side of the issue. As a footnote: Having traveled through Phila Airport many times during the past eight years customer service has now become non-existent.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 11:57:59 AM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tue, 01JAN13 UA782 A ALBUQUERQUE, NM
(ABQ) 8:20 AM WASHINGTON, DC
(IAD - DULLES) 2:02 PM
Comments:I sent an email regarding my complaint and got a generic email about AIT. I would appreciate if my email was read and responded to regarding my actual complaint.
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
!013 1:12:5 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.

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.

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:
!013 3:31:1 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.

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.

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From: (b)(6)
Sent: Monday, January 07, 2013 2:36 AM
To: TSAExternalCompliance@dhs.gov
Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24

My information

Name: (b)(6)
013 10:11:0 Phone: HYPERLINK tel (b)(6) (cell, Pacific time zone)

Mailing address: (b)(6) Seattle, WA 98119

Email: HYPERLINK (b)(6)

Legal representation: None currently but yet undecided

Incident information

Location: SEA (Seattle-Tacoma International Airport), security checkpoint 2

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From (b)(6)
Sent: Friday, January 04, 2013 1:13 PM
013 12:45:2 To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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

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Remote Client IP (b)(6)
Date Time: 1 4 2013 1:12:48 PM

Name:

(b)(6)

Email:

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.

013 2:18:1

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.

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Caller said that he traveled from Columbus OH to BWI and he was told that he could not carry his hankerchief thorugh screening anymore. Caller said that they did not use clean gloves when searching his hankerchief and thie cocerns him.Caller said that he was also told his wallet had to be screened at BWI. Caller said that he gave his wallet to the agent and it was taken out of h is line of sight .Caller said that there was no alarms or aniomallies, and he has never had to do this. Caller said that he spoke with a supervior and was told that this is procedure.

Resolution:

:013 2:22:5

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.For tips and further information about security screening, please visit TSA's Web site at www.tsa.gov.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller said that he might want to contact the CSM at that airport.

Told caller that he can call back choose option 5 code 294 and he will be provided the number to the CSM.

Caller said that he traveled from Columbus OH to BWI and he was told that he could not carry his hankerchief thorugh screening anymore. Caller said that they did not use clean gloves when searching his hankerchief and thie cocerns him.Caller said that he was also told his wallet had to be screened at BWI. Caller said that he gave his wallet to the agent and it was taken out of h is line of sight .Caller said that there was no alarms or aniomallies, and he has never had to do this. Caller said that he spoke with a supervior and was told that this is procedure.

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Caller said that he might want to contact the CSM at that airport.

Told caller that he can call back choose option 5 code 294 and he will be provided the number to the CSM.

I am writing to bring to your attention an highly unsatisfying encounter with LTSO (b)(6) at the PreCheck lane at Washington Dulles airport, on December 21, 2012 at 11:15am.

I understand the importance of security checks at the airport, and the balance the TSA officers must make to ensure security while keeping the line moving. As a frequent traveler (100+ flights/year) I have regular contact with TSA agents in regular lines, express lines, and PreCheck. It takes a lot for me to have this level of frustration with one of your officers.

To summarize the encounter:

1. My wife (b)(6) and I were travelling from Washington Dulles and expected to use the PreCheck lane. (b)(6) was selected to use the regular lane instead of PreCheck.

!013 4:03:5

2. At the entrance to the metal detector, Officer (b)(6) held up her hand to stop (b)(6) from walking through, and barked at her "You need to stop." Then, "Remove your scarf and all your metal bracelets." (b)(6) asked if she could retrieve her bag, since she did not want to put her scarf into one of the bins by itself. Officer (b)(refused, again insisting "you need to remove your scarf right now."

It is difficult to convey her attitude, tone, and demeanor. It felt like she was looking for a way to demean people and exercise her authority – "spoiling for a fight" is the expression that best fits. There was no line, no backup of people waiting, and no visible or understandable reason for her to be so rude and heavy-handed in abusing her authority.

3. After (b)(6) complied and came through the metal detector, she asked another officer where the bin was with her bracelets. The second officer said that sometimes bins get stuck in the conveyer. A third officer, who was at the video monitor, took the bin and slammed it down on the top of the conveyer.

(b)(6) Detained By TSA

Talk show host threatened with arrest for not removing shoes

(b)(6)

:013 4:06:0 (b)(6)

January 7, 2013

Radio talk show host and ardent Homeland Security critic (b)(6) was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

Traveling to New York to appear on CNN's (b)(6) onight, (b)(6) had already showed his ID as he approached the metal detector. (b)(6) and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security, (b)(6) was addressed by a TSA screener who said, "Hello (b)(6) " indicating that she knew who he was, and immediately ordered him to remove his shoes.

Remote Client IP: (b)(6)
Date Time: 1/7/2013 8:45:23 PM

Security IssuesAll Other Security Issues
Name (b)(6)
Email (b)(6)
Message (b)(6) Detained By TSA Agent's that new his name and who he was. Another total embarrasment for the TSA and their slave wage paid uneducated employees that like to steal peoples presonal property and harass travelers.

Radio talk show host and ardent Homeland Security critic (b)(6) was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

!013 9:09:4 Traveling to New York to appear on CNNfs (b)(6) Tonight, (b)(6) had already showed his ID as he approached the metal detector. (b)(6) and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security (b)(6) was addressed by a TSA screener who said, gHello (b)(6) indicating that she knew who he was, and immediately ordered him to remove his shoes.

When (b)(6) refused, citing the fact that innumerable other people had not removed their shoes, the TSA screener claimed that only under 12Œs and over 75Œs were not mandated to remove footwear under TSA policy.

When (b)(6) contested the point, arguing that numerous travelers in their 40Œs had not removed their shoes, other TSA agents ordered him to take off his shoes, before (b)(was approached by a police officer who immediately got in his face and started threatening him with arrest.

Despite (b)(6) protests that he was clearly being discriminated against because he was a known critic of the TSA (the rest of the TSA screeners also knew him by name), the officer growled, gTake your damn shoes off or Ifm gonna arrest you.h

Not even giving (b)(6) the option to leave the airport, the cop continued with threats to arrest (b)(6) and prevent him from flying as the radio host threatened to file a lawsuit for civil rights violations.

One of (b)(6) primary concerns regarding the removal of shoes was the fact that he had caught athletes foot from that very process in another airport years previously, meaning that he now carries a spare pair of socks to change into when he boards the aircraft. (b)(emphasized that he was not a gclean freakh but that he never encountered such issues before having to take his shoes off at TSA security.

Feedback Type : Security Issue
Categories : Miscellaneous/Other
Current Date/Time : 1/8/2013 9:12:45 AM
Airport : BOS - Logan International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : terminal A
!013 9:54:1 TSA Employee: (If Known) :
Comment : i wanna ask a question?before 9/11 happen people only needed an id to go threw metal detectors cause sometimes i would go to fuddruckers at term. A and to get their u have to go threw metal detectors,but now u need a id and a flight ticket.how come?isnt that concidered(discriminaion)?
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

Hello,

My family and I were recently at the Amsterdam Airport on a layover back to the United States from Ethiopia and my five year old daughter
was subject to a pat down search after passing through their metal detectors without any warning signals. I acknowledge the definite need to
to have the security systems in store to protect passengers traveling all over the world. My only problem with my five year old daughter being subject
!013 9:54:2 to the pat down search was security would not explain to me or my wife why our daughter was being searched after passing through the metal detectors, nor
would they take the time to explain their policy as it relates to searching children. Believe me, you would not be receiving this e-mail had my daughter unsuccessfully passed through
the metal detector. Can you please inform me who to contact at Amsterdam Airport's regarding their policy as it relates to pat down searching of children. I received your e-mail address
from security at the Amsterdam Airport and advised to contact you.

Thank you,
(b)(6)

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
:013 1:44:0 Date:: 9 JAN 2013 @ 11:40am

TSO:: Ltso (b)(6)

CCR informed him:

Passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feel at walk-through metal detector and the AIT machines.
CCR inforemd him that this would be forwarded to the CSM for assistance.

From: (b)(6)
Sent: Wednesday, January 09, 2013 6:25 PM
To: tsaexternalcompliance; SEA-CustomerService@dhs.gov; SEA-CustomerService; DHSOIGHOTLINE@dhs.gov
Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24

I have still received no confirmation that anyone has received my civil rights complaint at SEA s TSA Customer Service office, even after leaving a phone message at HYPERLINK tel:206.214.1121 \n206.214.1121 during business hours today (2012.01.09). I called a second time during business hours, again with no answer.

013 10:31:1 Please immediately confirm receipt of my civil rights complaint.

(b)(6)

---------- Forwarded message ----------
From: (b)(6)
Date: Tue, Jan 8, 2013 at 11:34 AM
Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24
To: HYPERLINK mailto:SEA-CustomerService@dhs.gov \nSEA-CustomerService@dhs.gov

I am told that my civil rights complaint has been forwarded to your office.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 10 2013 10:26:34 PM Airport : EWR - Newark International Date Time of Travel : 01 06 2013 12:00 PM Airline Flight Number : Jet Blue #523 and 526 from Orlando Checkpoint Area of Airport : Jet Blue Terminal TSA Employee: (If Known) :
Comment : This is a quot;complaint quot; with some suggestions. After I went through the metal detector and the additional quot;xray quot; type screening at Newark Aiport, I was quot;told quot; that I needed additional screening pat down. I was asked if I wanted it in public or private. I replied quot;neither quot; since I was not told why I was being stopped. I am a 58 year old large body female. I told her to go ahead in public but I was not informed why she was having to do the search or even why she wiped my fingers after I was told to quot;hold my hand out quot; without any courtesy on her part. The TSA screener performed the search by pushing rather hard on my upper body. (I am recovering from a broken collar bone from a few months ago so she did hurt my collarbone area when she was quot;inspecting me quot;.) She pushed rather hard inbetween my breasts on my bra, which was a front close type with metal clips. I would suggest that large females might be being stopped because their bras have more metal clips in them so the screeners should be aware of that situation. They should ask if there are any areas on the person s body which may be quot;sore quot;. I know the screeners have a job to do, but they should do it respectfully and be aware that people may have a physical problem which makes it hurt when they PUSH on someone s body. I was also stopped when I returned from Orlando but the screener did not PUSH hard on my body like the Newark TSA screener did. I was also told that it looked like I had metal in a certain part of my leg (which I did not) and she checked my chest area as well. The two experiences were vastly different. I am very surprised that I was stopped TWICE in one trip as I have never been quot;patted down quot; in any previous trip. Have the quot;xray quot; body scans more sensitive? I usually travel out of Philadelphia and it has been a more quot;pleasant experience quot; going through the TSA screening especially without the added quot;pat down quot;. I saw another large woman being quot;patted down quot; which is why I suggest that maybe the extra clips in large size bras may be the reason. I don t mind complying but it shouldn t be an unpleasant experience like at Newark.
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

2013 8:15:5

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From (b)(6)
Sent: Friday, January 11, 2013 2:53 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

2013 6:12:4

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: 1/11/2013 2:53:29 PM

Name:

(b)(6)

Email:

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 (b)(speak to him about his complaint.

Escalated to Supervisor (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.

!013 10:55: 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.

I have been flying for many years and a new problem has cropped up that I am bothers me on several levels. I am female and comply with all the directions and specifications expected by the TSA. However, recently I have gone through two different metal detectors at two different airports and have been stopped BECAUSE OF MY UNDERWIRE BRA. Not only is this embarrassing, but I believe that it is sexual harrassment. Men don't have this problem. The interesting thing is that not all metal detectors are bothered by this (which makes me wonder about my safety at these airports). I am going to be flying a minimum of three times between now and the end of March and do not want to have to go through another pat down because I AM A WOMAN WHO WEARS A BRA.

2013 8:37:5 How might you assist me with this problem? (And I don't expect the answer to be 1) don't wear a bra - I'm too busty for this, or 2) wear a bra without an underwire - what I wear is support is my decision.) Patting me down is not an effective use of the TSA officer's time. Nor is it a pleasant experience for me.

Thank you for your assistance with this problem.
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 14 2013 3:19:22 PM Airport : PHL - Philadelphia International Date Time of Travel : 01 01 2013 11:15 AM Airline Flight Number : Airtran Flight 464 Checkpoint Area of Airport : Main security checkpoint before boarding area TSA Employee: (If Known) : African American woman, possibly in 50 s Comment : While traveling at PHI, a TSA agent tried to use intimidation against me while going through the security checkpoint. Upon coming to the first metal detector, the TSA agent told me to step through, and I did so. Before stepping through, the agent told me quot;You re going to need a pat down. quot; I am a muslim and was wearing my Islamic headress and gown at the time, so I expected something of the sort. However, after stepping through, the agent told me to step in front of her. I did not hear her clearly because she was speaking lowly and mumbling. I had stepped off to the side, by mistake. She then became more loud and said quot;no! infront of me! You don t want no private screening, do you?! quot; I said quot;no. quot; After that, she ordered me to place my hands on my head and feel my entire headscarf, then she ordered that I have a strip test done
2013 4:11:0 on my hands, to which I did. I understand that there needs to be extra security these days, but just because I am a muslim does not mean I need to be treated worse than an animal. I m a human being, with rights, and have not done anything wrong. I expect respect, just as everyone else. Please work harder on trying to sift through the bad people so the good people don t have to suffer. 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

From (b)(6)
Sent: Monday, January 14, 2013 4:16 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

To whom it may concern:

My name is (b)(6) I was traveling at Phoenix Sky Harbor airport on Monday, January 7, 2013, terminal 3, Delta Airlines flight 1492. I proceeded through TSA security lane 2, where I was the only passenger present. I proceeded through the
2013 9:08:4 check point between 8:00 am and 8:10 am. There were three male employees working this lane. I beeped as I was walking through the metal detector and I was told to remove my watch, despite traveling upwards of 8 times a month and it has never set off the metal detector in the past. I am also a selected member of the TSA Pre Check program, which is apparently not recognized at the PHX airport. By the time I removed my watch and walked back through the metal detector, the rest of my belongings were waiting. I quickly grabbed my belongings and darted for my gate, as I was running late that morning. I realized on the flight that I had forgotten my watch. I looked up the TSA lost and found number for PHX Sky Harbor Airport, and left a message. After not hearing anything back, I subsequently left a second voicemail with the same information and asking someone to please call me back, which has also not been returned. The situation is concerning to me because I was the ONLY passenger in that line. Not a single, solitary person behind me. I find it extremely difficult to believe that THREE TSA agents who are supposedly paying attention to whom and what is going through a security check point, failed to notice at any time that my watch was sitting in the bowl after going through the x-ray machine and turned over to lost and found. I also find it hard to believe that my watch went completely unnoticed and another random passenger who entered the line at a later time stole it off the end of the belt.

The property that is missing is a Kuji watch. The band is a black rubber material. The face of the watch is black, with copper metal framing. I do not want to have to push this issue further (i.e., subpoenaing tapes, police reports, etc.) , but I will have to if I do not receive any response that any type of investigation was completed on this. It should not take someone very long to review the tapes, as my location and time of passing through lane 2, terminal 3, Delta side security line, between 8-8:10 am on Monday, January 7th. I am a blond female, 5'7, with one large black shoulder bag and black carry-on suitcase who went through the metal detector twice after removing my watch.

Regards,
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: 1/15/2013 12:11:49 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Miami International Airport
2013 8:45:2 Flight # AA1754
Gate D45
D (4)
Monday, January 14, 2013
Incident around 8:30 am
Comments:Monday, January 14, 2013
I do not appreciate the manner TSA employees used to screen my daughter (b)(6) who had a severe surgery in her arm recently, as an American citizen I believe was unacceptable for her to go through intensive pat-downs when she offered to remove the arm sling and her sweater, and they said it wasn't necessary. When she pass through the metal detector, it did not beep, so why taking my daughter who is already not feeling well to a private room, and touch her private areas twice? The TSA employees knew the time of her flight, they took notes of her ticket and driver's license and still they hold her in the private room long enough for her to miss her flight. In your own website it states that Pat-downs are used to resolve alarms at the checkpoint, which was not the case. I am assuming they were just being discriminative towards her. We have huge problem now, she missed an important event in her career, we missed our flight and we were not able to board at all to NYC, we waited the whole day on stand by flights, and nothing was resolved. We lost our flights and hotel that we paid for. We missed business meetings, trade show and on top of all, she will have to wait until next year to be able to reapply for such career opportunity. I am very disappointed with this whole situation, and I don't understand TSA employee's motives for just picking on her, since almost everyone that were around us in the line were not touched in their private areas and probably did not miss their flights.

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,
2013 1:01:C brace, or support appliance, and of any need for assistance before screening begins.

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.

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.

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2013 1:01:C brace, or support appliance, and of any need for assistance before screening begins.

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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 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
2013 2:50:1 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.

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: 1/15/2013 3:10:12 PM

Name: (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
2013 4:04:2 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DFW Airport/AA Flt 1548/Terminal C December 12, 2012
Comments:When directed to the Radiaion screening equipment, I calmly told the TSA screener that I am a breast cancer survivor who has had radiation treatment. I have been advised by my physician to avoid additional radiation whenever an option is available. I requested alternative screening. I was fine with a pat down.
The TSA employee instructed me "Go stand by the trash can." This was in the unscreened area. I politely backed up and waited about 10 minutes for someone to come get me and do the pat down in the screened area. Meanwhile my computer, my handbag, my carry-on, shoes, etc, were all unattended and unprotected from someone else taking them.
My complaints:
1. The TSA employee was demeaning to me by telling me to stand by the trash can. It made me feel like "trash".
2. Why could I not have the option of going thru the metal detector? If this is an effective form of screening when no radiation is present, it should be an alternative for people who opt out of the radiation.
3. My personal belongings were subject to theft while I was waiting on the unscreened side for the pat down.
I would appreciate a response.

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: 1/15/2013 5:18:44 PM

Name(b)(6)
Email(b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):OGG to SEA on Jan 4th, 2012 departing at 1:25pm.
Comments:First I want to say staff screening in person have been great. Mostly friendly or at least not rude. Usually very efficient. No complaints there.

2013 6:18:1 You have a thief screening checked baggage on the flight from OGG to SEA. I assume it happened at the OGG/Maui airport but I don't know the behind the scenes process. I don't understand why you don't have a process to stop theft from checked baggage. Checking employees bags when they arrive and when they leave? Have them go through the same metal detectors used on passengers? See Nordstroms department store for a process if you don't know one.

You make the form to file a claim so difficult and time consuming I'm sure we will just decide to eat the $200 plus cost of things that were stolen.

You limit carry ons but when we can't trust our things will arrive makes it difficult to send through checked baggage. Partly our fault for thinking things like bike lights and individual bicycle parts, camera parts would be ok. My carry on was full of Christmas gifts I wasn't about to check but my husband went ahead and put some things in his suitcase. Bad idea.

This is our second experience with stolen property from checked baggage. Previously happened at the Sea-Tac airport and then a several weeks after we saw in the newspaper someone was arrested. Well we didn't file a claim then either as didn't have needed receipts and everything else you request. I understand you can't just take someone's word because thiefs fly too but you could monitor employees better so that the opportunity is not their to steal from bags.

Pretty sad we can't assume our baggage will be intact and all there when we arrive. I will continue to carry on a large enough bag to hold anything I can't afford to lose. Pretty sad homeland security and TSA can't stop a baggage thief in their employment.

Sincerely,(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP(b)(6)
Date Time: 1/16/2013 6:26:26 PM

Name(b)(6)
Email(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):IAD 1/16/2013
2013 8:07:5 United 1401

Approx 5pm
Comments:Today 1/16 checking in iAd airport. Going through line and diverted to body scanner away from metal detector. In body scanner and screener kept making jokes and delayed start of screen unless I smiled.
Delay of about 10 seconds before scanner started. Scanner malfunctioned and I was told pat down was mandatory. I said I wanted to be scanned by another machine and not patted down. They said this was not possible. After talking to 3 tsa employees, the manager(b)(6) badge(b)(6) told me I had no choice. Either pat down or no flight. He said it was a rule. I asked to be shown the rule in writing and he the rules are not written.
I fly over 150,000 miles each year for 10 years and have never had a pat down. I comply always and completely with all rules and was treated like a criminal suspect with my rights taken away. I felt very violated as the mans hands touched my genitals.

If the machine breaks through no fault of my own why do I become the victim? Why can I not be scanned on another machine?

This was a very humiliating and demeaning experience that wasted a lot of time and was a major violation of my rights.
If you agree this is proper protocol and believe in wasting so much resources on an innocent law abiding citizen, you have little chance of stopping anyone planning to cause harm.

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.

:013 11:02: 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

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.

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:013 11:02: 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

Hello,

To Whom It May Concern,

I flew out of Dulles Airport on January 11th in Lane 23/24 at 11:25am. I spoke to the supervisor who gave me this email. His name is S TSO (b)(6) I was waiting for the larger scanning machine and spoke with a TSA agent about going through the normal or traditional metal detector. He told me I couldn't go. Within 30 seconds or so, he told the lady waiting behind me to go. I asked why she can go but I couldn't, he responded, "I don't have to tell you anything!" Another agent came to 2013 6:10:5 explain that who gets to go to the regular metal detector is selected at "random." The first agent interrupted the agent trying to explain the process to me by stating again that they didn't have to tell me anything. His attitude was awful and absolutely disrespectful.

I was absolutely discriminated against. If the above is true and it is random, the first TSA agent's attitude was still awful. While I was telling a supervisor what happened, another random passenger complained that the first agent's attitude, "sucked."

I am all for airport security but it seemed obvious that this agent felt as if he had power and didn't have to explain the process of selection. It is absolutely ridiculous that his attitude was so awful/disrespectful.

I suggest you look at the tape and validate everything I am saying. I expect action.

Caller flew out of Kona on the 13th of January. The caller was going through the walk through metal detector and there was an alarm due to the caller having had hip replacement surgery. The caller told the screener he had a hip replacement. The screener then conducted a pat down of the caller and he also checked the hip area. The caller is upset because he did not use the wand to verify the caller had a replaced hip. The caller was flying on Alaska Airline flight 861 from Kona to Anchorage. The caller said he had gone through the screening check point at approximately 1000 hours. The caller believes the screenter did not do his job right and wants some feed back. The caller said he normally receives a pat down and wand.
2013 7:34:1

I told the caller I would forward his complaint to the Customer Support Manager at Kona.

Caller landed in Ft. Lauderdale from Costa Rica and went through security receiving additional security at the immigration checkpoint. When his baggage set off the metal detector a TSO agent was called and was joined by an additional agent. The two officers checked for explosives and his baggage was rechecked once again and taken off the conveyor belt to go through additional screening. The TSO agent took out a dish from the baggage and sent his baggage through the conveyor again and another item (an owl with a coffee bean) set off the metal detector again. Caller then replaced his items and later discovered he had lost a camera. He wants it returned or reimbursed. Camera was in a camera bag with a clip and a pouch. He got in the immigration line and was delayed. His toiletries were in a plastic bag but the officer told him he should have placed the items. He talked to the agent and was told to call TSA and file a claim.

:013 11:59:

Airport: Ft. Lauderdale
Airline: Spirit Airline
Flight number: 756 from San Jose Costa
Date and time: Jan. 17 6:30 p.m.

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: 1/18/2013 2:01:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 1239
Delta Airlines
Reagan Airport
B Terminal
January 15, 2013

2013 4:07:3 Comments:I am a seasoned traveler with approximately two million miles of travel with one airline, Delta. I guess that is the reason that on many occasions I am sent to the pre-TSA check in line. This week when I checked in at approximately 10:15 AM at Reagan, I was directed to the pre-TSA line.

I was the only person in line and when I walked through the metal detector, it buzzed. The TSA agent told me I was selected for random screening and asked me to go back through the detector. This time there was no alarm.

The TSA agent then used a device to swab my hands. When the testing material was put into the machine, the machine looked like a red color was on the screen. I was told I needed additional screening. At the time, I said to the agent, "There must be something wrong with your equipment."

The agent opened my luggage and swabbed inside - no problems or alerts; my purse was swabbed next - no problems or alerts; my briefcase was next - no problems or alerts; my computer was next - no problems or alerts; my shoes were run back through on the conveyor belt and swabbed - no problems or alerts. I again said that there must be a problem with the machine for my hands to test positive. Next what happened was something I had heard about on the news but never dreamed could happen to me. I was asked to follow the female TSA agent into a private screening room and wait with her while she brought in another female TSA agent. The description of the women - first agent was black and tall and treated me very nicely and with respect. The woman who was called to assist was short and spoke with a thick accent. The short woman put gloves on and proceeded to rub her hands all over my body -including touching groin area several times with her hand. Afterwards, she removed her gloves and they were swabbed - the result was no positive alerts. I again stated that there must be something wrong with the machine. I told her that I was a Veteran of the US and a grandmother of 5 and couldn't believe I was being treated this way. The short woman told me "I don't have to give you any explanation."

I left in tears.

The results of all the testing totally proved that this was done to me in error. When all of the swabs that were taken came up negative after the first one (my luggage, purse, computer, briefcase and shoes), I don't see any reason whatsoever for a private all over body search. There had to be something wrong with the equipment. I was humiliated. If she had said that she was sorry for the inconvenient, appreciated my cooperation or that she didn't know why it tested positive - I probably could have accepted this but to tell me that she didn't have to get me any explanation does not feel like the way an American law abiding citizen should be treated. This was wrong. I would appreciate someone telling me why a TSA agent feels that it is appropriate to treat me this way. I was "let go" so obviously all the tests proved I was not a threat. I should not have been talked to or treated that way. The feeling I got was they had absolute power to do whatever they wanted to me and did not care how it made me feel.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/18/2013 6:47:45 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 01/15/2013 11:00 AM Airline & Flight Number : Delta 1239 Checkpoint/Area of Airport : Concorse B TSA Employee: (If Known) :
Comment : I am a seasoned traveler with approximately two million miles of travel with one airline, Delta. I guess that is the reason that on many occasions I am sent to the pre-TSA check in line. This week when I checked in at approximately 10:15 AM at Reagan, I was directed to the pre-TSA line.
I was the only person in line and when I walked through the metal detector, it buzzed. The TSA agent told me I was selected for random screening and asked me to go back through the detector. This time there was no alarm.
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2013 8:09:4 agent was black and tall and treated me very nicely and with respect. The woman who was called to assist was short and spoke with a thick accent. The short woman put gloves on and proceeded to rub her hands all over my body -including touching groin area several times with her hand. Afterwards, she removed her gloves and they were swabbed - the result was no positive alerts. I again stated that there must be something wrong with the machine. I told her that I was a Veteran of the US and a grandmother of 5 and couldn't believe I was being treated this way. The short woman told me "I don't have to give you any explanation." I left in tears.
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Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I recently traveled from Jacksonville, Fl to Dallas/Ft. Worth and then DFW to JAX with my cat. On January 10, 2013, I had a very pleasant experience at the checkpoint/security in Jacksonville (JAX). The TSA agents were extremely helpful when I let them know that I could not take my cat out of the carrier because she is one who will try to run away. They immediately allowed for the secondary screening of my cat. On January 14, 2013, I had an unacceptable experience at the DFW airport. I went through security by gate C8 around 5:40 PM. There were only a few other people in line to go through security. AS soon as I showed my ID and boarding pass, I informed the TSA agent I needed a secondary screening for my cat. He had me tell another TSA agent. I informed a female TSA agent prior to going through the scanner that I could not safely remove my cat from the carrier and that I needed a secondary screening, and could I inform the supervisor. She told me to tell the TSA agent as I was getting ready to go through the scanner. I was told by 2 of the TSA agents that it was "NOT POLICY" to have a secondary screening and that it is POLICY that I MUST REMOVE MY PET and carry it through the metal detector. I informed the TSA agents that according the TSA website, the policy states that if it is not possible to remove the pet from the carrier that I can request a secondary screening. The TSA agents told me that I "COULD NOT" go through security unless I removed my pet and carried her through the metal detector. I told them that I was concerned she would jump out of arms and run off. They continued to argue with me and would not allow my request. I finally gave in to the TSA agents and took my cat out of the carrier and carried her through the metal detector. My cat tried to get out of my arms several times. As soon as I got through the metal detector, my cat was trying to get out of my arms, I asked my mother (who had gone through security just after me) to get the cat carrier off the xray belt so I could put the cat back in. A female TSA agent came up to me and said I can't put my cat in the carrier yet. I have to have my hands swabbed before I can put her in the carrier. The lady said I had to place my hands palm side up, at the same time so she could swab them. I looked at her all confused and stated, "How can I do that when I have this cat in my arms who is trying to get away?" She continued to tell me I MUST do what she says and that I cannot put the cat in carrier until she does this. How am I supposed to do this????? I finally demanded that they let me put the cat back in the carrier immediately. One of the TSA agents brought it over to me. The female TSA agent that was trying to swab my hands stated, "it is against policy to let you put the cat back in the carrier before we complete our security screening". I find this completely innapropriate and unacceptable behavior by this TSA agent. I am an experienced traveler and former flight
013 10:03: attendant. I am aware of what the rules are. This was my first time traveling with an animal, but I know it is not the first time anyone has ever traveled with an animal. I didn't think to print out the TSA policy and have it with me.

I want someone to please respond to me about this. I am available to explain my story over the phone or give you more information about this incident. I would like to know that this will not happen again to myself or anyone else.

Sincerely,
(b)(6)

(b)(6)

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 7:50:29 AM

2013 9:11:5

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1/15/2013, Fort Lauderdale Int'l. Airport. Allegiant Air 8:30 a.m. to Plattsburgh.
Comments:I've had double knee replacement surgery last March, and the titanium in my knees set off the metal detector at the FLL Airport. I waited 15 minutes for female screeners, then was patted down, even though I told them it was my knees. The screeners were polite; I am not complaining about them, but the process was humiliating. I nearly cried afterwards. It was like an assault. I'm 69, and my husband who was with me is 78. This did not happen on the outbound flight from Plattsburgh – they have an xray machine. The screeners told me that even if I had a doctor's note, I would still be patted down. IS THERE NO RECOURSE TO THIS? WILL I BE PATTED DOWN EVERY TIME I FLY? It is an awful experience.
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Remote Client IP: (b)(6)
Date Time: 1/19/2013 11:34:14 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight 2158, Thursday, January 10, 2013... Denver International Airport, security gate behind Southwest counters, at some time approximately between 11:30 a.m. and 12:15 p.m. Denver time
Comments:I am five months pregnant and was forced by a TSA agent working this security checkpoint to go through the full-body X-ray scanner. There was a passenger ahead of me and my family in line who was in a wheelchair and the TSA staff was having great difficulty getting that passenger through the metal detector. As they were completing that process, I was next in line and was motioned over to the full-body X-ray scanner. I politely told the agent, an older white woman with long hair
2013 1:15:2 pulled severely back from her face, that I was five months pregnant and preferred not to go through the X-ray but instead to wait for the metal detector. Her response to me was a very brusque and rude "So?" She was bullying and threatening. My husband behind me with our 23-month-old son was concerned that her extremely hostile attitude would cause me to be removed from our family group and taken away, potentially causing us to lose our personal possessions that had already gone through the conveyor belt and the car seat that had already been taken for a hand check and possibly to miss our flight 90+ minutes later, not to mention the trauma that this was causing to our son. I indicated again, remaining calm and polite, that I didn't mind waiting for the metal detector and the TSA agent was again threatening and bullying. With her intimidating and bullying attitude, and my awareness of the frustration of the lengthy line of travelers behind us who had already been delayed by the wheelchair incident, I felt that I was being given no choice and allowed her to bully me into the X-ray machine. I was in tears as the X-ray machine was run and two other agents noticed my distress and attempted to comfort me, but it was much too late and there was no way to re-route my screening or to protect my five-month-old baby in utero.

Distraught as I was at this point, I was unable to obtain the names of the two agents who attempted to help me after the fact, as I would like to commend them for their concern (which stands in stark contrast to the behavior of the original agent who forced me through the X-ray machine). And I sincerely wish I had the name of that original agent, as I would wish to name her specifically in any action that may arise if any harm came to my baby as a result of her intimidation and complete lack of concern for my condition.

My obstetrician has been apprised of the situation and will be monitoring the baby closely for the next four months for any developmental concerns (a complete and in-depth ultrasound examination of the baby performed on January 2 showed no problems, so it will be relatively easy to pinpoint causality). This incident is particularly distressing because I am an older mother who has worked hard to ensure a safe and healthy pregnancy after going through fertility treatments to get pregnant to begin with, and I feel that all of the care that I have been taking may have been compromised by one cold and uncaring TSA agent whose bullying and intimidating actions were completely unnecessary. I will never forget her responding to me with that harsh and biting "So?"
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Remote Client IP: (b)(6)
Date Time: 1/20/2013 10:01:57 AM

Subject:Suggestions
!013 11:15: Name: (b)(6)
Email: (b)(6)
Comments:I am a commuting flight attendant. I always commute in plain clothes, as I often ride the jumpseat and my company suggests that crew travel in plain clothes to avoid having passengers think that we are working crew members that are being lazy. I have "Known Crew Member" status. I have been fingerprinted twice and have had an FBI background check. I have never committed a crime, not even a misdemeanor.

When passing through security, I always "opt out" of the x-ray body scanner. And I always receive a pat down. Instead of wasting the TSA resources on crewmembers like myself (with the pat-down and search), I suggest that the TSA allows us to pass through the regular security process with the metal detector (like all other airport employees) while we are in plain clothes, especially when commuting to/from work and when we display proper identification.

This used to be the standard process until recently. I believe going back to this process will alleviate the additional workload of TSA personnel and allow the TSA to focus on passengers and situations that are actual threats.

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.

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.

2013 9:24:2

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.
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

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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.

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2013 9:24:2

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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
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Remote Client IP: (b)(6)
Date Time: 1/21/2013 12:36:28 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):John F. Kennedy airport, JetBlue security checkpoint 7. January 21, 2013.
Comments:The way the employees spoke to an Asian passenger was unacceptable. The employee was annoyed that she had to do a search of the woman's laptop bag so she asked her, "were you not listening to the directions from the guy on the other side? If you did you would have known to take out the laptop." The employee is saying this while rolling her eyes. I can tell you that the person on the other side of the glass did NOT say anything to the passengers except scolding them to wait until their belongings got pulled through before walking through the metal detector.

2013 1:50:0

Moreover, After getting through, My family amd I were pulled aside so the two juice boxes we had for my 2-year old could be checked which I knew they would because it is a liquid. The man took them out of the tray and left my electronics off by themselves and asked me to come with him. Knowing from watching others, I didn't know if I was allowed to touch the tub with my stuff so I said to the man, "I don't feel comfortable leaving them at a great distance from me." He replied, "so bring them!" I can not believe the level of unwarrented disrespect from not one but almost all of the employees at security point seven at approximately 12:00 today. As a teacher who strives to teach respect to my fifth graders, these people have a lot of lessons to learn. As a former New Yorker, the tourists (including myself) are leaving this city with unneccessary rudeness and perception that NY truly is filled with rude, condescending people. Please revisit a training in which these imdividuals who have such an important job, can do their jobs effectivelywithout being disrespectful.

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Remote Client IP: (b)(6)
Date Time: 1/22/2013 5:14:37 PM

2013 6:13:4

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 4579 terminal B IAH
Comments:These are the rudest most disrespectful TSA employees I've ever been in contact with. These employees exemplify why the traveling public has such a low opinion of and such a high contempt for this agency. Is it the feeling of power wearing a completely meaningless badge gives these folks? Or is it the knowledge that they are working meaningless jobs with useless equipment? Millimeter machines aren't metal detectors and are completely useless against wet clothing. Great technology! I feel so much safer knowing that rude bullies are the ones operating that equipment.

Feedback Type : Complaint
Categories : Screening
Current Date Time : 1 22 2013 7:46:11 PM Airport : JFK - John F. Kennedy International Date Time of Travel : 01 22 2013 7:15 PM Airline Flight Number : AA0185 Checkpoint Area of Airport : TSA Pre-Screen TSA Employee: (If Known) :
Comment : I have a known traveller ID and used the TSA Pre-Screen security checkpoint. I was the only person in line, emptied my pockets and put my bags on the conveyor belt. As I went through the metal detector, it beeped and the agent asked me
2013 8:08:0 to step back through and take off my shoes and watch. I proceeded though again and the metal detector signaled again. I stepped back through. The only other metal that I had on my person was a basic dress belt. After I removed that, I was able to pass through the metal detector without any alarms. It seems there are inconsistencies in the levels at which the metal detectors are set. While in LAX I went through the pre-screen process - did not remove the same watch, belt, shoes or jacket, yet came through without any alarms. I guess my complaint is that while I feel the TSA Pre-Screen system is wonderful for known travelers. I feel the metal detectors should be calibrated to account for basic things like watches, shoes and belts.
Would you like a response? : False
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/23/2013 7:26:40 PM

Name: (b)(6)
Email: (b)(6)
2013 8:04:0 Complaints:Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 662 at SFO, Premier Access Gate, all the way to the right
Comments:Dear TSA,
the woman in front of me at the security checkpoint today had a toddler with her and a stroller. Your TSA employee told her she didn't have to take the body scanner but opened the metal detector for her (she didn't even ask for it). Is this the message you're sending? All adults need to go through the body scanner or be subjected to a humiliating pat down but the procreating population doesn't? If that's the case I will make sure to wear a baby doll around my chest next time I fly to avoid the scanner. What a hypocrisy. You're clearly telling us that you're afraid something could happen to the precious child if it got scanned but it's OK for us idiot adults to go through it. I should also mention the lady was carrying big bottles (more than 3.4 ounces) of various liquids and just because there was a goddamn baby attached to her hip, none of this mattered to your agent. Way to teach everyone how to get through security with whatever you want to get through it. Apparently there are differently rules once you pop out a baby. Good to know.

Regards,
(b)(6)

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:

> Thank you for contacting the Transportation Security Administration.
2013 8:51:5 > 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
> for packing and dressing to get through security quickly.
Caller son is a patient at St Judes in Memphis, TN. He has a port that goes to his heart. The port is to draw labs and give chemo. They flew form Tri Cities to Charlotte and then to Memphis. She gave the TSO the card for his port at Charlotte Douglas International Airport. She said that she does not remember getting the card back. She said that they missed the flight from Charlotte to Memphis. They will be flying tomorrow at 7 am from Memphis to Charlotte and then to Tri Cities on US Airways. St Jude told her that they can not give her another card because of the data contained on the card.The card has a unique Id on it and it states that the passenger should not go through the metal detector. Her son has to have a patdown. She wanted to locate the card. She said that it was TSA s fault they missed the plane and she wants to know who is going to pay for it.

I gave information per: http: www.tsa.gov airport-lost-found-contacts
2013 3:42:5 Charlotte Douglas International Airport
704-916-2200

Memphis International Airport
901-348-5400 (TSA)
901-922-8050 (Memphis Airport Police)
I advised her that she can contact the airline and ask about getting a refund. I also told her that she can get the number for the CSM at the airport by choosing option 5 on the IVR and entering the airport code

-----Original Message-----
From: (b)(6)
Sent: Sunday, January 20, 2013 2:50 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)

2013 6:00:4 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

What was the date and approximate time of the incident?

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/24/2013 6:10:00 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):Newark airport, Alaska air flight to seattle at 730am.
Comments:i arrived at the newark airport early, but i struggled to find where to check in for my flight because there was lots of construction going on. I eventually checked in and decided to have breakfast before going through security because I had
2013 8:01:1 45 mins before my plane was boarding and the line for security was only 15 people long... by the time i got to the security checkpoint for my gate after eating I had 25 minutes until my flight started boarding and there were about 30 people in line and almost instantly another 30 showed up behind me. I was not worried about missing my flight because security usually goes quite quickly and since ther were so many workers, I figured they would open another machine since the line almost instantly jumped from 15-60 people.

However, I noticed that the line was moving VERY slowly and they didn't open any other machines, they just had the one xray machine open. After 10 minutes they had only managed to get 5 passengers through security, they were moving that slowly. I started to get worried about missing my flight and noticed that there were 8 TSA employees 'managing' the xray machine, metal detector, bins, and general security, and an additional employee checkcing ID. I asked the officer checking our passes if they would open another gate because of how slowly they were getting people through security and passengers were getting backed up between the machine and his ID checkpoint. Other passengers around me also spoke up and complained that they were going to miss their flight too. We were told we could not go to another security checkpoing because this was the one for the gates we were flying out of and we simply had to wait and should've planned for more time.

An Alaska Air employee came to the gate and asked for passengers on my flight to go to the front of the line since our flight was leaving first. we did, but then a delta employee came soonafter telling TSA to hurry up because their passengers were going to miss their flight too, which was only leaving 15 mins after ours. there were enough airline employees and passengers kicking up a fuss that they started to get people through faster, but instead of opening another machine they just rushed the screening, which defeated the purpose of the screening.

They refused to open another xray and metal detector eventhough there were a total of 9 TSA employees managing the checkpoint. I've been through several security screenings were there are as little as 2 employees working just one machine and they manage to get passengers through in less than one minute per person... there were 5 machines available and 9 employees, yet they refused to open more to get us through to our flights.

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Remote Client IP: (b)(6)
Date Time: 1/25/2013 4:08:06 PM

2013 6:02:3 Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Aa flight 2287 from Tulsa ok to dfw on 1/25/13
Comments:I always opt out of the invasive screening and only go thru metal detector, but there was only the invasive offered in Tulsa so I opted for the pat down.... Oh my I cannot believe how they handled it, i can still feel the fingers on my crotch....I complained to the tsa and they said it is how they do it, but I've never been touched by tsa like this.... I never write complaints, but I am appalled by the way I was touched, even after i showed them my global entry card. I feel ur methods are extreme or maybe this only happens in Tulsa. I appreciate ur attention to this matter.
Kind regards,
(b)(6)
Caller states he did not want to give his information to power hungry TSA. He wanted to know if he could opt out to the AIT. He wanted to file a complaint about an experience he had at AUS.

Airport: Austin
Airline: He asked if that was necessary

2013 3:06:5 He wanted to speak to a supervisor and did not want to provide specific details about his experience.

mnelson: Caller said he has experienced a patdown at AUS and feels the TSO was too aggressive during it. Caller said he feels you should be able to choose to do the metal detector instead of a patdown. He also did not like it because he had to wait for a male to do the patdown. Advised caller to visit our website where he can place his suggestions about changes in procedures.
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
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AC 8620 from Atlanta, GA leaving Jan 27th at 1140am
2013 8:18:2 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.

Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:06:15 PM

Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Wednesday Jan 23rd, 2-6PM
New York City JFK Airport
Terminal 1, Security Checkpoint for Gate 8
Air-China Flight CA982
Comments:On Wednesday, Jan 23rd, I had lost $9,000 at the New York City JFK airport. I believe that this money had been stolen from me by a TSA officer. In short, all of the money was packed in a red envelope then wrapped in a small black plastic bag. Before I left my house on the day of departure, this bag of money was put in my waist bag/fanny pack, which I kept secured around my waist all the time from when I left my house to when I had to remove it for TSA security check. The money was present right before I removed my fanny pack during TSA security check, however when I checked my fanny pack again after it went through the screening conveyor belt, I was bewildered to find that my bag of money had disappeared!
2013 8:18:3 Upon reflection of what had occurred, I am very convinced that a TSA officer had stolen my money. Below is a full description of the events.

I had planned on going to China with my 4-month-old daughter to visit my relatives. My Air-China CA982 flight was scheduled to depart JFK at 3:50pm for China bound. I had arrived at the JFK airport Terminal 1 around 2:00pm with my aunt, a friend, and my daughter. Upon arrival, my aunt, my daughter, and I waited in the airport lobby while my friend parked his car. Before my friend returned, I started lining-up at the Air-China counter in order to obtain my boarding pass, while my aunt helped me watch the baby in the lobby. After my friend returned, he brought over the baby and joined me on the line. After receiving the boarding passes, we returned to the lobby and joined my aunt. Next, I made a trip to the bathroom by myself. Afterwards all of us went to get my three large luggage bags checked-in. At this time, the baby woke up and started crying; therefore I spent a few minutes to feed the baby. When we checked that the time was almost 2:50PM, we quickly headed over to the security check for gate 8.

Upon arrival at the security check point, I first had my daughter's and my boarding passes and passports checked. Afterwards, I put away the boarding passes and passports into my fanny pack. Next I transferred my daughter into a baby carrier and continued to walk forward, leaving my aunt and friend behind this checkpoint. At this time, I had my daughter in my chest baby carrier, the fanny pack strapped around my waist, a bookbag on my back, and a small pink luggage I was pulling with my right hand. Next, another airport worker checked my boarding passes and passports. When I put away my boarding passes and passports into my fanny pack, I was unable to fully zip close the fanny pack since I was carrying my daughter and had a difficulty maneuvering. After a short distance I arrived at the main security screening checkpoint, where there were metal detectors and x-ray conveyor belts. A TSA officer asked whether I had anything in my pockets, which I answered with a "no". This TSA officer was an African American woman in her later 20's/early 30's with bob cut hairstyle. (This is the officer who I suspect of stealing my money.) Next I lifted my pink luggage onto the conveyor belt. Then I removed my fanny pack with some difficulty and placed it into a bin on the conveyor belt. I had laid the fanny pack flat down on the bin. However, when I was removing a baby blanket and my shoes, the TSA officer moved my fanny pack to an upright position, with the bag opening facing towards her. Next, I placed the baby blanket and my shoes in the same bin. Afterwards, I took down my bookbag from my back, took out an ipad, and placed the ipad on a bin with the bookbag on top of the ipad. The TSA officer removed the bookbag from the bin and placed it on the conveyor belt in between the pink luggage and the fanny pack bin. During this time, The TSA officer also told the male passenger behind me to go to a different conveyor belt, making me the last passenger on my line.
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Remote Client IP (b)(6)
Date Time: 1/27/2013 9:03:57 PM

Nam (b)(6)
2013 8:18:3 Ema (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DFW to SJC
19:30
Gate D22
"Officer" (b)(6)
Comments (b)(6) is what is killing the TSAs reputation amoung travellers. A bully plain & simple. When i approached the scanner i said i would prefer a pat down. I then realized he was directing me to the standard metal detector. I said "ok. I dont mind those". He then waived me through and made a comment that i needed to say i wanted a patdown before he told me which i was going through. When i tried to respond he started repeating "bye" and waiving at me. He said it at least 5 times as i stood there in shock at his behavior. Very disappointing even to a frequent traveller.

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.

!013 12:08:

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)

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Remote Client IP: (b)(6)
Date Time: 1/28/2013 10:13:18 AM

Subject:Suggestions
:013 12:10: Name: (b)(6)
Email: (b)(6)
Comments:I want to relay a problem I had at Oakland CA airport last night. As I was going through the scanners, the TSA employee closed the metal detector and asked that I use the full body scanner. I declined and was told that I would need a full body pat down. I accepted this. However my personal items were in a tray which was put through the xray machine and were sitting in the open about 50 or so feet from where I was. Other people were picking up items from trays all around the trays which contained my wallet, my tablet computer, my laptop and other item including keys and coins. I quickly realized that anyone picking up items from trays around mine could easily grab my wallet or tablet. I began to complain and it took a minute or two for the TSA employees to realize what the issue was. At first they kept saying that the screener was on the way but finally they realized what my issue was. After my personal items had been in the open subject to removal by anyone dishonest enough to grab a wallet or tablet or laptop for minutes if not longer, the TSA person watching the line realized what my issue was and covered my tray. My issue is not the patdown it is the way my personal items were allowed to remain on the belt while other passengers were picking through trays all around it. I feel I was unnecessarily exposed to a possible theft.
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.

2013 1:37:5 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 patdowns 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.
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.

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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."

2013 3:55:2 I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Studio City, CA 91604

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.

2013 1:40:2 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.
He stated it is an issue at all locations so that would not help and he wants to take this higher.

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He stated it is an issue at all locations so that would not help and he wants to take this higher.

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:

Thank you for your e-mail regarding patdown screening.

2013 4:07:0 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).

Name (b)(6)

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

Mailing Address: (b)(6) Baltimore, MD 21231

Email: HYPERLINK (b)(6)

What happened?

L

I have two complaints:

2013 8:21:5 On Saturday Jan 19, 2013, I went through security at the International Terminal at Baltimore Washington International airport (BWI). When I requested to opt out of the scanner, I was told to wait at a position where I was unable to see my luggage that had gone through the x-ray machine. When I pointed out to (b)(6) (TSA employee) that I have the right to be positioned so that I can watch my luggage, I was in rather unfriendly tone refused to do so. Original tone "You can file a complaint if you don't like it. That's all we can do here".

I was upset by the tone of voice and the refusal to follow procedure and allow me to see my luggage with valuables inside.

At the same check point, I noticed that (b)(6) required all passengers in civilian

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 6:38:32 PM

Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Airlines - Flying to Tel Aviv, Israel on Wednesday Jan. 16, 2013 from JFK airport
Comments:To Whom It May Cocern,

I emailed the personnel at Delta airlines about an inccident that occured during security procedures that both my parents and I were very upset about and I was told to contact TSA.

On Wednesday January 16th 2013 at around 6:45ish my family and I were going through the normal security procedures at JFK airport in the Delta terminal. We used the wonderful option of curbside
2013 8:22:4 check-in to get rid of all of our heavier items and entered the airport for security. When it came time to put my items through the machine I carefully placed my jacket, shoes, and drawstring bag into a bin and
proceeded to walk through the metal detectors. I was waiting at the
other side of the security belt for my items and my jacket never came out. After a few minutes my mother and I told one of the male security workers that I had not received my jacket and he was not very pleased to assist us. Never the less, they ended up stopping the belt because my
jacket got stuck in there. He pulled it out forcefully and when I recieved my jacket in return, the waistline of my jacket was ripped from the inside. I tried to approach the same guard who very rudely responded
"I did not rip your jacket!". We never blamed him for being the reason
that it ripped but we wanted to make him aware. He sent us to the female
supervisor who was standing in the room and she handled the situation
even worse the him. She was extremely impolite and kept suggesting that
the reason my jacket ripped was because I did not place my jacket in the
bin (which is not true). After she snapped at me, my mother tried to reapproach her again but she was simply not interested in helping us out.
I have 2 issues with the above situation:
1. It was a brand new Nautica black jacket that I purchased only 3 days before my trip. The jacket costed $70 and it is a great quality jacket...there is no reason
why I should have to wear a ripped/damaged jacket because of a
malfunction on the part of Delta's machines or the way the products were being handled.
2. Despite the fact that I was upset that the jacket was ruined...what burned me up even more was the way that the situation was handled! Had the Delta staff memebers shown a little bit more genuine interest in assisting me I probably would have walked away with a completely different impression. Instead I walked away not only with a damaged jacket that now needs to be replaced, but rather with a sour
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.

2013 9:42:2 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.
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.

2013 1:05:3 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.

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: 1/31/2013 3:49:36 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #F9 2612, American Eagle, San Diego commuter terminal to LAX departing at 1pm-connecting flights from Denver to Honolulu, HI. January 15th, 2013
Comments:We must figure out a better way to be safe. My husband and I have not flown since the body scans and pat-downs were put in place due to not wanting to be subjected to such humiliation with our two young daughters. However, wanting to visit Hawaii and hearing it wasn't as bad as we thought, we decided to try. I was so relieved in the Denver airport to see the new screens that are much less invasive and felt I was treated with respect-even when my bag was check and had to get searched-I appreciate it was in my presence. However, in San Diego, we had to leave the main terminal and go through security again in the commuter terminal. I was horrified to see they had the blue x-ray scanners and was greatly relieved when the security ran me and my 2 daughters together through the metal detector. We arrived around 10:45 and had to wait until our 1pm flight. Once in the terminal we found out there were no water fountains in the secured area to fill our now empty water bottles. We did find a drinking fountain outside of the secured area which after an hour and 1/2 of waiting decided to take a drink and go back through security. My husband went first with our two daughters and I stayed behind to watch the luggage-per your rules. After he went, I went. I went to the line again, as before, asked to opt out of the body scanner and was told that I would have to be patted down in order to proceed. I was shocked considering I had just went through the metal detector before and now was not being allowed to. I was informed that it was because my daughters were with me that I got to go through the metal detector and since now I didn't I would have to be either x-rayed by a person I couldn't see with an image I was not allowed to view or be groped all in the name of my safety. I then informed Agent (b)(6) that I would just call to my daughters-30 feet away to come out and get a drink and then go through as before. She told me that now that she knew what I was doing that she would not allow it and I either had to be x-rayed or groped--all for a drink of water. We had been in an airport since 7am that morning. It makes no sense that the metal detector was fine an 1 1/2 ago but not now and that I have to use my children to protect my privacy. So faced with either being molested visually by someone I couldn't see and not being allowed to see the image taken of me or being physically molested by someone I can see. I chose the later. I called out to my husband-30 feet away and told him I had to be groped because I didn't have the girls with me. Agent (b)(6) then threatened to call the police for shouting. She also wanted to put me in a secluded box to grope me. If I am going to be violated I will not do it in secret, so I told her that would not be necessary and we did it in front of all the passengers waiting for flights. I was again, committing no crime. I have the right to tell her of my disapproval of your "procedures." What crime would the police charge me with?-she was just being a bully. Often peoples rights and freedoms are violated by "procedures" and these need to change. My business is with the private airlines not with the government and unless I have committed a crime or you have reasonable suspicion of a crime, you have no right to physically touch me in that way or take a picture of me that I cannot view. I am an American Citizen. I have the right to travel in my country free-from unreasonable searches. I should have the right not to have a naked picture taken of me or my breasts, butt and groin being groped. I would rather you run a background check and profile then grope every American citizen in the name of "fairness" This is outragous! These are the types of things that have lead other countries down very dangerous roads-Germany, Russia, China. This needs to be changed. I do not fly very often, and I will not ever be flying into the San Diego airport again. I should not have had to go through security again and I should have free access to water if you are not allowing me to keep mine. Please change these. They are unconstitutional and traumatizing. My daughters had to watch in horror at my pat-down and had to watch me cry for the next hour as I had to pull myself together after the "screening". They have never seen me cry and it was definite damper to our vacation. There is a better way and we need to fix this before more women are traumatized. My only consolation is that it was done by a woman. My breasts and my groin have only been touched by my husband and by my doctor. It should stay that way. Unfortunately, I have now been molested twice by TSA and I am not sure I will ever fly again until you fix this or you are removed.

2013 6:05:4

The first time was during a body pat down in the summer of 2011. I have an implant in my body which sets off metal detector. I have had many of these body pat downs, but only the one at the Eugene, Oregon airport was more like sexual abuse than a body search. Each time the female agent approached my crotch (four times: once for front of each leg, and once for back), she hit my private parts hard with her hand. I was so shook up afterwards, I went in the bathroom and cried. It was basically a sexual assault.

Another time, at the same airport, I was recovering from surgery. They took my cane, had me walk through the metal detector, and then instead of giving me my cane, they told me I should just walk over and get it. This meant I had to walk about 15' without the use of the cane that I needed for walking.

The last time was only a few days ago, and this last incident has prompted to write this letter. The date was January 28, 2013 at approximately 4:30 am. I went through the security traveling with my cat. They told me to take my cat out of her carrier and walk through the metal detector. My cat has never traveled before, so I did what they said, but naturally I was holding on tight to the cat with both arms.

I got through the metal detector and one agent said he wanted to wipe my hands with his explosive residue tissue. Okay, but I was still holding the cat! I told him this (although, he could clearly see the large animal in my arms) and he looked at his
!013 10:01: fellow agent with an expression of, "can you believe this lady? ...what we have to put up with!"

He insisted that I lift my hands, while trying to keep ahold of my 12.5 lb frightened cat so that he could wipe my hands. Then I was casually told, "put the cat back in the holder."

I had to flag someone to help me. I was alone. They couldn't have cared less. There was only one agent who would help me by holding the cat carrier while I stuffed my frightened cat back in it, and helped me zip it up. What is going to happen when a passenger's animal gets lose because of their poor attitude and procedures?

This is not the end of this story. Again, as always, I set off the metal detector because of an implant in my body. I was about to have the pat down when I was asked whether I had a laptop in my laptop bag. I said, "yes." (I had understood that if it was in it's own bag it could just go through.) No problem, they could take it out. But the Agent set my Apple Macbook Pro (which is new) on top of the bag, on top of my shoes! The laptop was lopsided, balanced above the sides of the plastic tub. I said, "be careful with that." I was told, "don't worry, nothing will happen." They put it through again, and then when it all came out, the Agent stacked the three tubs on top of each other with my belongings in them with my laptop (which had nothing on it to protect it) on the bottom.

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.

!013 9:38:3 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.
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: 2/1/2013 8:50:44 PM

!013 9:17:1 Subject:Courteous/Professional Treatment - Report Outstanding Service
Name (b)(6)
Email (b)(6)
Comments:I'm on TSA pre-check and Global access. I fly over 60 segments a year. Many out of FLL on United. FLL has the most poorly trained and rude TSA agents. Every time I fly through FLL I must go thruough the full body scan and get patted down EVERY TIME! I've been told to remove my belt after the scan when I show I have none on. I have never been found to have anything in my pockets or on my person other than a boarding pass in my hand. I've seen many "employees" of FLL walk though wihtout scanning with shoes and belts on. Many times I've seen the alarm go off as they pass through the metal detector and still waived through. One time while being patted down I politely asked why I am considered more of a threat than them. I'm told they are "employees" and I received a more thorough pat down! I'm a loyal American and not a threat. I'm not going to be bribed to carry somehthing in! They are more likely too. I've spoken with UA personnel in their United Club and TSA agents elsewhere and all say FLL are the worst! Please do somehting; it's insulting and dangerous. Please have TSA pre-check at UA in FLL!

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

or vis postal mail to:

!013 1:41:2 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)

Incident Details: Caller flew from Austin Bergstrom airport yesterday. His wife was denied boarding to fly. He is a 100% disabled veteran and has a neuro-stimulator in his spinal cord, the TSO took his stimulator controller which was put through the 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 Technology (AIT) screening, or x-ray screening.

!013 3:30:5

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 enviroment. 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
!013 6:34:3 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 6:22 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

!013 9:08:3 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

What was the date and approximate time of the incident?

-----Original Message-----
From: (b)(6)
Sent: Saturday, February 02, 2013 6:21 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from John Barresi

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Portland OR 97217

:013 9:08:3 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

What was the date and approximate time of the incident?

I send again in order to correct my e-mail address as below for your feedback

Thanks

(b)(6)

HYPERLINK (b)(6)

From: (b)(6)
Sent: Monday, February 04, 2013 12:11 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: Body scanner at Guam airport_my wife pregnant 17 weeks

:013 9:07:5

Dear TSA scanner responsible person

I would like to know 'Is it really safe to go through airport full-body-scanner to my 17–weeks pregnant wife and fetus?'

It happened as below

When: 3-Feb-2013 AM3:00 (returning from Guam to Incheon airport-Seoul,Korea after 8 days honeymoon)

Where: Guam international airport

Remote Client IP: (b)(6)
Date Time: 2/3/2013 10:14:57 PM

Name (b)(6)
Email Addresssj (b)(6)
CommentsDear TSA scanner responsible person
I would like to know 'Is it really safe to go through airport full-body-scanner to my 17–weeks pregnant wife and fetus?

It happened as below

When: 3-Feb-2013 AM3:00 (returning from Guam to Incheon airport-Seoul,Korea after 8 days honeymoon)

Where: Guam international airport

What:
1. Government person(TSA) asked to go through Full body scanner to me and my 17-weeks-pregnant wife without checking metal detectors first
2. And I asked 'my wife is pregnant!!
3. But, government officer said 'it is safer than metal detector
4. At that time, I had no idea what is that…(I thought that is just another big metal detector device)
5. And my 17 weeks pregnant wife went through the full body scanner because he said so

Question
1. Is it really safer than metal detectors for my pregnant wife and fetus??
2. Does body scanner is safe for my 17-weeks pregnant wife and fetus?
3. And why my pregnant wife should walk through screening machine without checking metal detector first for my fetus's safety?

I had checking web for body scanner at airport but, it is not safe and I would like to get official/actual response from you
The following is my contact and I would like to get your response

Caller stated that she was selected for secondary screening, and wanted to know if she was truly on a list somewhere or if the screening was truly random. She also stated that her boarding pass had four S s notated inside, as she was coming back from Cancun with her children.

Advised caller:
TSA can neither confirm nor deny whether an individual is on a Federal Watch List.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

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

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. In some instances, this includes enhanced screening of passengers and their carry-on baggage. 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...

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 stated that she was selected for secondary screening, and wanted to know if she was truly on a list somewhere or if the screening was truly random. She also stated that her boarding pass had four S s notated inside, as she was coming back from Cancun with her children.

Advised caller:
TSA can neither confirm nor deny whether an individual is on a Federal Watch List.

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
013 12:10:3 Nation's air transportation system and to keep the traveling public safe.

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

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. In some instances, this includes enhanced screening of passengers and their carry-on baggage. 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...

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 states: Daughter is traveling from New Orleans to Dulles. Daughter said that they were not making people take off shoes or jackets and only a few people they were selecting people to go through the full body scan and the others had to go through metal detector.

!013 6:07:4

Escalated to a Supervisor: I explained to the caller that our TCC employee s are allowed to exclude their last names. I explained each airport have their own discretion to allow or disallow particular items through checkpoint and that the TCC could do no more than what we already have done. (b)(6)
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.

013 12:35:2 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 who have had radiation due to medical purposes. TSA does not recommend that cancer survivors go through this machine due to the previous radiation they have had and the recommendation of the passenger s doctor.

was seriously injured on the job the week after Thanksgiving. The most serious of these injuries was a broken and dislocated ankle. I was advised by my doctor that I could travel to see my gravely ill father who had just been put into hospice, as long as I could elevate my foot and have a wheelchair and/or the use of my crutches.

On 12/21 I spoke with a customer service representative regarding the accommodations I would need to travel safely. These accommodations included a special seat on the plane which would have room for me to elevate my foot, a wheelchair with attendant from the drop off point to my seat on the plane and the ability to travel with my service dog. I was assured and reassured that all of these accommodation would be no problem. I then called back and spoke with another customer service representative to make the reservation and again confirm that all of the needed accommodations would be possible. I was told this was not a problem and not to worry. I made the reservation and then spoke with the Disability Desk, again to be sure all my requests could be accommodated and were on the record. I was for the third time reassured that my needs would not be a problem and were listed on my reservation. I've never traveled injured and requiring help, special accommodations and a wheelchair so I was very careful that every detail was discussed. If anything would have been in question I would have arranged another form of transportation.

On Sunday, 12/23/12 I arrived at the airport for my flight (UA5441) from SFO to San Luis Obispo. A wheelchair picked me up as planned and the attendant helped me check my bags and get to the proper terminal. I was taken to security. It was very busy as people were trying to get home for Christmas. I was asked by security if I could walk. I said that I could not walk but I could use my crutches. He told me I could not use my crutches nor could I use the wheelchair. He said "this is what we are going to do, use my arm for support, lean on me and carry your dog in the other arm." I was not comfortable with this and voiced my concern and asked to use my crutches instead. I felt very intimidated by this security worker, he kept saying this was the only way. I was not offered any other option and felt forced to comply. So I got up and leaned on him with one arm and carried my service dog in the other. Leaning on a persons arm does not provide the same level of support as crutches or a wheelchair. I was made to go through the metal detector twice and when I came out the other side my wheelchair and attendant was not there. The security worker instructed me to walk further to a screening area so they could test my feet and hands. I again asked for my crutches or wheelchair and he said "it's not that far". Finally the screening was done and my wheelchair and attendant showed up. I was taken to the gate and left there. I thought that the attendant was supposed to stay with me but
!013 6:56:2 she said that it was too long of a wait till boarding and that there would be another wheelchair to take me on the plane. I sat and waited, my ankle started to swell and I needed to take a pain pill from putting weight on the broken ankle.

When it was time to board, there was no wheelchair for me. I requested one and waited for a very long time. All the passengers had been loaded and they were just waiting for me. FInally it arrived. There was a terrible storm and all of the other passengers were offered airline umbrellas for the long steep walk down two narrow wet ramps that lead down to the tarmac. I asked for an umbrella (as I'd been warned repeatedly not to get my cast wet) and I was told it was against regulation to use an umbrella with a person in a wheelchair. The staff covered me with a yellow tarp. I could not see where I was going. I was wheeled down the steep wet ramps and once I arrived at the plane the tarp was removed. They told me I had to get up the wet narrow ramp to the plane on my own. I asked for them to take me in a wheelchair as I had arranged and I was told the wheelchair would not go up to the plane. I told them I should not be walking. I asked to use my crutches and was told that it was against the airline policy to use equipment not issued by the airline. Meanwhile the storm is windy and heavy rain, my cast was getting wet. They told me to use the railing for support up the ramp and that I needed to also carry my dog. I again asked for a wheelchair and was told there was not a wheelchair that would fit on the ramp and walking up the ramp was my only option. I felt extreme pressure to comply and to get out of the storm. I used the rail for support and carried my service dog up the ramp. I fell into the first seat available, which was the one that I was told was reserved for me so that I could elevate my ankle. Apparently this was another point of failure as someone else had been assigned my "disabled" seat. As soon as I sat down my foot began to swell and my toes turned purple. I propped my foot up on the wall, luckily I'm flexible. I was wearing a hard cast and when the swelling happened there was tremendous pain and pressure because the cast became very tight. I told the flight attendant that there was no way I could get down the ramp when we arrived and asked if there was another way. She told me she would request a small aisle wheelchair but it would take additional time and effort. I'd have to wait until all the other passengers exited the plane. I was relieved to know there was another way but very concerned about my injury.

It was a short flight, about 40 minutes. The crew in San Luis Obispo were very accommodating. I was taken off the plane from my seat on a small wheelchair and taken down the ramp onto the tarmac without issue. I was transferred to another larger wheelchair and taken to baggage claim. I can't understand why this was possible at a small town airport without any issue but a major airport like SFO would treat a disabled person this way.

I was taken directly to see my father in hospice. He was lucid and able to know I was there for him. The swelling continued to get worse even though I elevated it while sitting in his room. After a short amount of time I had to cut my visit short with my

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 2 5 2013 8:03:30 PM Airport : LAS - McCarran International Date Time of Travel : 02 03 2013 4:30 PM Airline Flight Number :
Checkpoint Area of Airport : SCREENING
TSA Employee: (If Known) : Short man about 50 with dark hair and dark thick mustache Comment : I do not travel often. I have anxiety issues with the big x-ray screening machines. There was a normal metal detector that the TSA (a man about 50 with dark hair and a dark mustache) opened up as the line was getting long since they were funneling two lines into one machine. If the TSA man had been paying attention, he would have seen that I let 6 people go ahead of me because I was starting to have a panic attack approaching the x-ray machine. The TSA man standing in front of the metal detector opened up the metal detector side and people stated to go through. I stepped aside to go through the metal detector to avoid a full blown panic attack. I did not cut in line but he yelled out quot;I have a line jumper! quot; and I had to go to the back of the line. Like I said, if he was paying attention, he would have seen that I had stepped to the side a bit and I was NOT cutting in line. I did not know you had to line up military style to go through the machines. He would not let me pass through the metal detector even when he decided it was my turn. He told me I had to go through the x-ray machine. I asked him why I could not go through the metal detector.He started to laugh at me and told me quot;I make the decisions, not you, ha ha ha... quot; He never answered my question. Iwas trying to keep my panic attack under control, but it wasn t working. I started to get emotional as my panic attack was taking over. he told me to make a decision or I would have to be patted down. I said no, I wasn t doing that and to give me some time. He started yelling. He then sent a tall African American man to pat me down in front of the people waiting in line to go through the machines. I wasn t going to have someone touching me in front of all these people, especially a man! This sent my panic attack beyond my control. The TSA man with the mustache continued to laugh at me. I told the African
!013 9:04:1 American man I was having a panic attack. He walked away. The TSA man with the dark mustache then had a passenger with her daughter walk right in front of me to go through the metal detector just to rub it in my face that he was not going to let me go through there. He continued to laugh at me and called a supervisor. The supervisor, a man about 6 3 who was bald came over and I told him I was having a panic attack and I needed some time. He told me that was fine. He talked to my husband on the other side and my husband also told him I was having a panic attack and it was due to the x-ray machine. I finally made it through crying and having my panic attack, for I did not want to get thrown in jail for this. The man with the dark mustache needs some more training on how to treat people. I would NEVER treat anybody the way he treated me. I was told later by my sister traveling with me that they cannot have a man pat you down, so why did he send a man to pat me down? The TSA man with the dark heavy mustache needs more training to learn to identify a passenger who is having a panic attack and not stand there and laugh and humiliate them. I do appreciate the job that TSA people do to make our travel safe, but I do NOT appreciate being laughed at and humiliated by a TSA person due to a medical condition that I cannot control. I just hope that this incident is discussed with him and he is given more training on how to pay attention to what s going on in front of him and be able to identify someone who is having a panic attack so he doesn t humiliate them and works with them. Also he needs to be trained that men are NOT to be sent to pat down a woman. Thank you for your time in reading my complaint. I hope to receive a response. 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

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.

:013 9:43:5 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 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.
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Apologized for the rude screener and informed caller how to report the incident directly to the CSM thru option 5 on the IVR.
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: 2/6/2013 11:10:15 AM

Name: (b)(6)
Emai (b)(6)
013 12:05:1 Complaints:Disarrayed Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.
Comments:As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both employees, but the (I believe) inappropriate handing of my medical device put me over the edge and made this a pretty traumatic experience. I travel via airline several times a year. Is there anything I can do to avoid this type of treatment in the future? Thank you very much (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/6/2013 9:49:26 AM
Airport : EWR - Newark International
013 12:06:1 Date/Time of Travel : 02/06/2013 12:00 PM Airline & Flight Number : US Air 1895 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :
Comment : TSA employees allowing airline personnel to carry liquids such as bottles of soda, large containers with coffee and water through the metal detector area. My concern is how do we know the contents are really soda, coffee and water? Rules and regulations are for everyone including airline personnel 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

Incident Details: Caller had an issue with a patdown she received and the treatment of her CPAP machine. Caller did email the TCC earlier, and received an email stating there was insufficient information. Caller is wanting to know what information she would need to supply.

Caller is also concerned about whether or not TSA has to abide by HIPAA. Caller is a private person and did not want to divulge to her friends that she had a Cpap machine.

Caller is informed that her items can be screened privately if she requested a private screening. She did not inform the TSOs that she preferred the Cpap to be private, nor did she separate her Cpap from the rest of her carry-on. Caller was told that since she failed to do either, the TSOs would have screened the items without putting any thought into whether or not she wanted discretion.

Caller s previous complaint is being copied verbatim for CSM review. CCR spoke with (b)(6) on the reasoning behind the initial response. (b)(6) was correct in observing that the caller did not provide flight number, terminal, and gate--caller could not provide these on the call. This record is being escalated without the additional information because of callers insistence.

Previous email-EIT (b)(6) rpm 2-6-13

!013 4:24:3 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 6 2013 11:10:15 AM

Name (b)(6)
Email (b)(6)
Complaints:Disarrayed Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc):Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.
Comments:As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, Get back in there. Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, Yes. He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, get back over there. I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both

Previously when I've flown through Syracuse, NY airport, I've had terrible experiences. As I draft this email, I am standing in an incredibly long line to get through the gates 19-27. The fact that I have time to type an email shows that the wait time is outrageous.

First off, why does this airport not have a priority boarding lane? Don't reply with, "TSA doesn't manage the security wait lines. That's up to the airlines on that side of security." That's ridiculous. Have your many agents standing around simply move the little posts around with the rope stretched between them....and then hang a "First class/priority" sign. Easy as that and you can organize the air travel here. For someone like me who flies almost every day, having that first-class/priority line is a big deal.

Next, last time I flew through this airport, some older gentleman with TSA disassembled by whole briefcase and had all the contents strewn all over a table looking for change. Even as I told him where the change was, he continued. He told me I broke the rules; I asked him what rule says I can't carry money in my bag?!

Now, as I wait here, I witness some younger kid hop in line because he's late for his flight. A man in line is mad at him, tells the agent checking boarding passes and this agent still lets him through! A full argument is happening in front of my eyes and no security!

At this point in the email, I am through security. The patron in front of me had an electronic boarding pass and after waiting in the entire line, WAS SENT BACK TO TICKETING FOR A PAPER COPY!!! He was pissed! I asked if you have a sign indicating they can't accept electronic boarding passes and the agent tells me no! Then I tell him you also need a priority line and he says, "we do, right here" and motions to the lane which has a sign that says "Crew members only." I told him then that you must be missing the sign that says it is the priority line as well!!

:013 6:08:3

When I came through the metal detector, because I'm wearing hospital scrubs to travel, the agent says I require a thorough patdown! So he fondles me in the public area.

This place is a circus. While I type now, I'm witnessing a younger man bowing to some deity, apparently acquiring the courage to do a terrorist attack and no one seems to care. He's on my plane now.

Not that this is your problem but this little Dash-8 is the most uncomfortable plane seat I've ever sat in (which I had to walk out on the Tarmac to board)!!!

–

My name is (b)(6) and I work for the Department of the Interior Federal Government. On Monday, February 4, 2013 at approximately 6:10 pm at Ontario airport an Employee by the name of (b)(6) was very inappropriately rude to me that I had to write this complaint.

As I placed all of my belongings in conveyer belt to be screen by a TSA employee (b)(6) and was about to walk through the metal detectors. (b)(6) was rudely screamed at me to get my attention to come back to check what I had put in the plastic container which I was very confused of why I was called back since I had followed the rules on the procedures on what to put in the plastic container. I have traveled too many times and traveled the same day to not know the procedures of the security. Also as a Federal Employee I am very aware of following the rules (b)(6) told me in a very rude tone of voice to look at the example at the person behind me on how he placed his laptop in the plastic container bin and to look at my plastic bin. Mind you that I had 3 plastic bins. One was for my laptop only, second bin was my other carry on bag, and third was my laptop bag with my jacket. Therefore, I was very confused on what he was talking about. Then he continued to be little me like I was stupid. I told him that my laptop was removed from my laptop bag, however he insisted that what I was telling him was wrong(basically calling me a liar). Therefore, the person behind me had looked at me and tried to explain to me what (b)(6) was talking about and I told the person behind me that I already had removed my laptop from the bag and it was place by itself in the plastic container bin. Therefore, the person behind me and in front of me was very confused and upset of how (b)(6) approached me with the situation. As I continued to tell (b)(6) that I already placed my laptop in the container bin, he finally went to go checked and saw my laptop at the end of the conveyer belt. He then came back to the screener and did not apologized of how he humiliated and made me feel belittle and stupid.

Therefore, I wanted to make a complaint towards (b)(6) Please let me know if you have any questions or let me know the outcome of this situation.

:013 8:17:0 Below is the information from the complaint card:
Date: 2/4/2013
Time: apprx 6:10 pm
Airport: Ontario, CA
Date/Time of Travel: 2/4/2013 6:55 pm
Airline & Flight # Southwest Flight 353
Checkpoint/area of airport: Security (conveyer belt)
TSA Employee (b)(6)
(b)(6)
(b)(6) Sacramento, CA 95814
(: (office) (b)(6) *: HYPERLINK "(b)(6)

Privacy Notice:
The contents of this electronic message, including any prior messages, files, or attachments transmitted with it, are CONFIDENTIAL and are intended solely for the use of the individual(s) to whom the message is addressed. This message may contain legally protected or privileged information. Do not read, copy, disclose or forward this message without authorization from the originator of this message. If you have received this message in error, please notify the sender immediately and delete all copies from your system.

Caller said her boyfriend flew today through OMA with SW airlines, going through screening the TSO told him as he was going through the WTMD to take off his glasses, he took them off and placed in a bin and something happened as they went through the screening. The glasses were destroyed and they are $1100 titanium glasses, said he spoke to a manager and they were going to take care of him.
He said the TSO stated there was nothing she could do for him and when he questioned her she called the manager over and the manager took care of him.
:013 6:12:3 Asked if that is standard procedure to remove the glasses, she has flown numerous times and never had to remove?
Caller wasn t sure exactly what happened with his screening because he was boarding the flight and couldn t talk long.

Response:
Explained to caller if he triggered an alarm going through the WTMD they may have allowed him to pass through again and asked him to remove the glasses, not sure and no information concerning the glasses being removed specifically.
Advised him to contact the TCC and we can provide a claim form for him.

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.
013 10:11:3
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

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.

013 12:43:3 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
Date and Time: 02 06 2013 @ 5:15 pm

-----Original Message-----
From (b)(6)
Sent: Saturday, February 09, 2013 6:23 AM
To: TSAExternalCompliance@dhs.gov
Subject: Violation of civil rights complaint

On Tuesday, February 5th, 2013 at approximately 1250PM I was going through security at Syracuse Hancock Airport in Syracuse, NY carrying my 8 month old son in my arms, by myself. I previously called TSA before my trip to make sure I could have baby items like food that were oversized and factory sealed. The man said it would not be a problem, just declare them at the checkpoint.

At the Syracuse location, I had 4 pouches of baby food that were unopened and clearly sealed, as well as labeled by the company. I was singled out for "secondary screening", which was fine. I figured they had to just take a closer look at the unopened pouches of baby food. I was never told I needed to be pat down by the TSA officer, who is a WHITE FEMALE WITH BLONDE MEDIUM LENGTH HAIR THAT WAS WORN IN A PONY TAIL AND ALSO HAD ON DARK LIPSTICK, even though I had on leggings and a tight tank top, and I never set off the metal detector or that she would tear my bag apart even though it checked out during the regular screening.

She proceeded to take everything out of my bag, and was borderline shouting at me when I changed my mind once about having her open all of my sons sealed pouches of baby food to "test them". She then told me I had to get the pat down and I kept
!013 7:27:2 asking her why when everyone but the baby food was fine and her only response was "I told you that you needed secondary screening. I'm just doing my job".

My 8 month old son started to move because I was standing and sitting for so long, I needed to adjust him because he would have fallen out of my arms if I hadn't, and she was loudly telling me to stop moving and that I wasn't being compliant because of this and yelled multiple times for a supervisor, who arrived 5 minutes later. He asked me what the problem was, I told him, and she tried to argue with me and tell him in so many words that i aas lying, and that I was having an issue with her testing the baby food and changing my mind, which was not the case. He said he would stand there and then he never did, he walked away.

After I was packing up my things she tore out of my bag and shoved them back in with total disregard, I told my son, "I hope I got paid" and she then spun around angrily and walked towards me in a threatening manner. I was actually scared for the safety of my son and myself. I thought she was going to physically harm me. Instead, she started yelling at me and it was so bad, another officer had to step in front of her and stop her. The other officer, A AFRICAN AMERICAN FEMALE WITH SHOULDER LENGTH HAIR, asked what I said. I told her nothing and I was packing my stuff and I was leaving, repeatedly. But she would not let it go and they kept questioning me and lecturing me about how "we don't tell you how to so your job" until I walked away.

I have never been so disgusted and felt so violated and embarrassed in my life. Standing there with my infant son, being pat down for BABY FOOD. What does a pat down have to do with FACTORY SEALED POUCHES OF BABY FOOD? I will absolutely be pursuing legal action. The way I was treated was abominable. It was absolutely unnecessary for me to be PAT DOWN and have my bag ransacked after everything else checked out.

(b)(6)
The caller flew from SAT to SAN with her grandson. She has metal implants, so she could not go through the WTMD. She had her two year old grandson. She stated that he was crying not to be taken away from her. She stated that she was subject a patdown while he was clinging to her. She stated that he is so terrified to return to the airport because he is afraid that he will be taken again. She stated that she knew a TSO that was working at the airport and he tried to help. She stated that the TSOs tried to seperate her from the two year old child.

I advised the caller that Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child s concern.

I can forward the this information to the CSM at SAT for review.

!013 12:01: The callers flight details are as follow:

Departing airport: SAT
Destination: SAN
Airline: Southwest
Flight Number: GL8G47
Terminal: 1
Gate: Not Provided
Date and Time: November 29th @ 2:00 pm

Name: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Arcadia California 91006
Email: HYPERLINK (b)(6)
What happened? Air Carrier: Jet Blue (Flight 283, Las Vegas, NV to Long Beach, CA), McCarren Airport
I am a medical doctor1 retired Associate Professor of Cardiology, USC, and was reluctant to go through a full body scanner with unknown radiation which is accumulative, but very willing to go through the metal detector as offered at all airports. I was told in that event, I would be subjected to a full body search! front and back. I was given the option of remaining on site or a search being conducted in a private room. I was afraid of the latter. A supervisor, a (b)(6) was called over to supervise the body search by the agent whose name was (b)(. He proceeded to dictate to me his plan of a full body search in a very demeaning manner with a superior smirk on his face. This was condoned by his supervisor. He did a full body search, front and back with his forehand & backhand, manipulating my genitalia 6 times, twice in the back, twice in the front, twice on the sides, announcing his activities loud and clear so all could hear and take example. I withstood the assault with not a whimper, determined to see the end. At the end, I put my residual clothes on to retain my dignity. I did remark "I trust you got your sadistic satisfaction". To which he responded "F_ _ K YOU!" and I responded "The same to you, Sir." The supervisor then chimed in and said, "Watch your mouth." I then walked away.
2013 9:00:2
When did this happen? Please provide the approximate time of the experience. If ongoing, please Indicate when the problem began.
February 7,2013, approximately 1 :15pm.
Where did this happen? McCarran Airport
Las Vegas Nevada
Who treated you unfairly?
A lady sitting at the metal detector booth who refused to let me and my wife go through the metal detector,
(b)(6) whom I described above and his supervisor. a (b)(6)
List anyone else who may have seen or heard what happened.
Names: (b)(6) my spouse
Mailing Address: same as mine
Names (or other information, e.g., agency):

I had an unfortunate experience at PDX TSA security.

I would not mention it, except it is the second time I have been treated rudely by officer (b)(6)

Date: 22 Jan 2012
Time: 10:50am
Flight number SW 500
Place: main security
Complaint:
As I was going through the metal detector Officer (b)(6) said that anyone with no metal could go through the one check point. I have titanium in my leg after surgery for a broken leg. It has never set off the alarm before and I asked him if it was OK to go through there. He said, metal is metal, and why do people always think titanium is not. He directed me to the other x-ray line. I stepped over to that line and inadvertently bumped the one machine setting off the alarm. He officiously asked me to move. I did. He pointed and said further over.
He was bossy and unnecessarily unkind. Most of the TSA workers are courteous, he is not. If no one flew, you would have no customers, if there were no customers, you would have no jobs.

I spoke with the officer in charge of the area. He gave me an information card to use for the website. I would have preferred to have my information taken down there when the incident occurred, but I am following protocol.

:013 10:04:

The first time I had interaction with office (b)(6) was a year ago when I took my 91 year old father on a flight with me. He was in a wheel chair with an attendant. I know you check all wheel chairs carefully.
Again, it is just as easy to be courteous as it is to be rude. Officer (b)(6) didn't want me anywhere near my dad when he searched him. One cannot go off and have a late when their father is being subjected to humiliating searches.The search took a very long time. At least half an hour. The attendant said it had never taken him that long to go through security with a wheel chair before.

TSA officers have a lot of responsibility to insure passenger safety.
However, I feel it can be done in a courteous and non contentious manner.

Thank you.

Sincerely,

(b)(6)

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

:013 12:04: 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.

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Caller went through the DEN checkpoint. He is an airline crewmember who was not in uniform. He placed his property through the scanner. He went to the metal detector. He went through. He was afterward approached by a TSO who advised that he had to go through the body scanner if he was uniformed. He refused. He was told that he had to have a patdown. She argued with him, then advised that he had the pat-down.

The TSO kept interrupting him. When he tried to speak, she talked over him. He asked to speak with a supervisor. A supervisor came over and told him that he could go through the scanner. He was advised that he would be stopped if he did not allow them to screen him. He argued with the supervisor about the competency of the screeners. He finally submitted to the screening so he could go on. He could not get the screener s name.

The supervisor was (b)(6)

1. Airport: DEN
2013 2:30:4 2. Airline: United
3. Flight number: 6199
4. Departure date and time: This date at 1239 - delayed to 1315
5. Location (gate number): B-83

Conferred with G. Henline re routing.

I advised that I would send the information to the CSM for follow-up.

Caller will be unavailable for a couple days, but he does want contact with the CSM for his complaint.

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 embarressing 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.

2013 5:05:4 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 paldown; 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
To Whom it May Concern:

Today I was very disappointed in your SFO TSA men and women! I greatly appreciate the job they do to keep us safe but today I witnessed a 90 year old woman in a wheelchair be subjected to the additional security screening where she had trouble physically getting into the screening booth and holding her hands above her head while her caregiver was forced to stand back and watch her go through the process twice none the less. The rest of us who were far more capable of enduring the
2013 8:39:3 screening were allowed to simply walk through the metal detector. The elderly woman and her companion acted with such grace and willingness that I couldn't help but be angry on their behalf. I really hope that not all disabled or impaired elderly individual who comes through SFO security is subjected to the same level of screening and are treated with more courtesy and respect. I understand the safety risks but I seriously doubt this 90 year old woman and her elderly caregiver pose a risk to national security.

(b)(6)

Caller travels often. She has a GE membership. She thought it would ease her travel situation. She is floored by how she is constantly harassed by the agents. Every area of her body is checked too throroughly. The last two times from DFW, she was touched so hard on her vagina. She is white, 5 foot 9 inches, and blonde. Is this reverse discrimination? She is getting extra screening for when the alarm goes off or she is being pulled out of line before she gets to the screening equipment.

I advised that, from what she is describing, the extra screening is within TSA policy. However, she will not get the TSA PreCheck option unless she makes the election at the point-of-sale by placing her PASS ID number in the Known Traveler field.

Caller advised something is on her boarding pass because last she went through the PreCheck lane. She didn t want to give her last name because she feared that she would be placed on the No Fly List. Caller mentioned that she is subjected to the extra screening and the ETD test with the chemical on the pads.

2013 9:19:5 I advised that the pads have no chemical on them, and that the test is a part of the process.

Caller stated that she is divesting herself of any metal, but the WTMD is still going off. She has been advised that _it sometimes does that_.

Since caller stated that she was white and blonde, I determined that she did not qualify for an MB referral under the discriminated classes. I conferred with Gary in MB, and he advised that she would not be under the protected classes. However, he advised that I should contact the caller and advise her that she can access the MB section if she wanted to and that her allegations need to be made in writing.

I recontacted caller at the number given and left the information above on her voice mail with our contact information.

Conferred with (b)(6) re work area.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/14/2013 1:30:49 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 02/13/2013 5:00 AM Airline & Flight Number : Alaska Air Flight 639T Checkpoint/Area of Airport : Gate 11 TSA Employee: (If Known) : n/a Comment : I would like to preface this complaint with my support of the government in their endeavor to protect myself and my fellow citizens through safety precautions and terrorist threat detection devices and interview. Prior to my trip yesterday, I had decided to opt out of the body scan because I have a chronic thyroid condition and do not want any more radiation unless absolutely necessary. I had to wait several minutes and watched my property go down the conveyor belt to be x-rayed. The five containers with purse, cell phone, tablet, shoes, and coat were unattended and in plain sight of travelers for several minutes. I asked the TSA officer about my concern for my property and he
2013 2:03:3 told me not to worry - that no one will take it. My property was lined up in the way of other traveler's property and most of the time I did not have plain sight of it. Finally, a woman officer came and asked me if I minded having the pat down on the other side of the body scan and metal detector; that she could not take me to a private room for the pat down because there was only one woman officer available. I was asked to face towards oncoming travelers during the pat down which placed me again out of vision of my property. Finally, after most of the pat down was conducted, she then allowed me to see my property and I faced my property while I waited for her to conduct some kind of test after wiping my palms. I would like to conclude with the following complaint - the pat down was embarrasing enough without subjecting me to face the oncoming travelers. My personal property was subject to theft and/or compromise throughout the whole process. I would expect that TSA would treat travelers with more consideration and respect during the personal pat down procedure.
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

2013 2:04:0 What is it about you guys and bad press? You guys are known as incompetent, being thieves and now you give special treatment to celebrities? I recently had the unfortunate opportunity of getting my bag torn apart by your agents even though I'm a veteran and in the reserves all for a bag of coins, but then your just going to let an irrational rapper and his hooker gf go without even having to go through a metal detector? You guys are a pathetic joke.

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.

Response:

2013 6:19:2 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 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.

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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.

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.

2013 9:04:5

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.

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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.

!013 12:09:

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.

2013 4:37:5

• 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.

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.

2013 4:37:5

• 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.

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-----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)

2013 1:10:0

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

What was the date and approximate time of the incident?

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

2013 7:31:0 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 .

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 2/17/2013 11:36:23 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/17/2013 12:00 AM Airline & Flight Number : West Jet 1055 Checkpoint/Area of Airport : Terminal 3 E TSA Employee: (If Known) (b)(6) Comment (b)(6) must be recognized for her human instinct. During the security check point, an agent would not let me through the regular metal detector. I asked not to go through the X-ray screening. I understand we ARE not obliged and having been diagnosed with cancer and have a marker in my breast he said I was my tough luck. I tried to have him understand I am uneasy and apprehensive, he seemed not to care. He made me wait 10 minutes while my
2013 1:23:3 family was on the other side. I became more agitated as others were allowed to pass through the regular screening and when I asked him why, it was his choice. (b)(6) was called over. She saw how visibly shaken I was and took the time to calm me down, and did her pat down. Congratulations to her for her professionalism and should be commended. I travel frequently worldwide and this was the first time I had felt bullied by an agent who misinterpreted by refusal to be scanned by X-ray.
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

I had an unfortunate experience at the TSA checkpoint at LAX airport in Terminal 7(United) at around 8pm on Feb7th,2013. As a result I would like to make some helpful suggestions to prevent or minimize such occurrences for people with medical conditions:

About me: I am 73 years old and have travelled more than a million miles on United alone over the last many years and without incident . I recently(December3rd,2012) underwent knee surgery and as a result have metal implants in the knee. I live in Boston. I am a Professor and former Dean of Physical Sciences and Engineering at Harvard. This was my second flight since the surgery. At Boston(which has mm wave body scanners)I had no problems.

The incident: At LAX I went through a metal detector which of course detected the metal in my knee. I told the TSA agent of my knee surgery and he just did not believe me . Not only was I patted down thrice by 3 different agents and every piece of my luggage was dissected over a period of an hour . Luckily I had come early enough and just made my flight! My 73 year old wife was also with me.

2013 5:05:3 The TSA agents would not allow me to show my knee scar after surgery or even recognize my US Government issued Global Entry photo ID which showed I was a trusted traveler. Somehow the training does not seem to reflect the risk based security policy TSA espouses!

Suggestions:

1 There should be clear signs at all TSA checkpoints or a special line for travelers with medical conditions.(Your website does mention the notification card which I now have printed)and perhaps they could even be shepherded through the preferred TSA line as is the case with most airlines).

2.The agents should have a metal detector wand which if he flashed on my knee he would have confirmed what I was saying.

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 19 2013 7:17:57 AM Airport : EWR - Newark International Date Time of Travel : 02 18 2013 5:45 PM Airline Flight Number : Virgin Atlantic VS2 to London Checkpoint Area of Airport : Terminal B international gates including 53
TSA Employee: (If Known) :
Comment : Only 1 X-ray scanner in use (no option to use conventional metal detector). On exiting scanner, TV screen showed up something unusual around my shirt pocket area prompting TSA official to pat around my upper chest. Nothing was found
2013 8:34:4 and I was able to exit. The scanner is too sensitively calibrated and a pat down anywhere else could come close to constituting indecent assault. The pat down was not in my view justified - the scanner should not have shown anything, and the conventional metal detector should have been in use as an option as was the case when I went through security at SFO International Terminal A gates on Feb 11 2013 at 10.00am without incident.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Was in the Fort Lauderdale Airport on Sunday 02/17/13 around 9:30 a.m. TSA Staff there seemed very unorganized and confused. TSA Rep who was at the start of the line even admitted that he was confused. He had waved me through to the wrong line and this was only realized when I saw that he had put my traveling companion in another line. I then got in the correct line. TSA rep didn't seem to know where to send anyone as the elderly man in front of me (who was in a mobile scooter) was also directed incorrectly and was separated from his traveling companion who was assisting him.

Sign was posted saying that those persons over 75 did not have to remove shoes or light jackets. Another sign stated "if you were born before this day in 1937, then you do not have to remove your shoes or jacket." I believe that sign should use the year 1938 since this is now 2013 and anyone born in January 1938 would now be 75 years old. It's been 76 YEARS since 1937.

!013 12:05: While we were in line waiting to send our belongings through the metal detectors, two airline employees rudely bypassed us and broke in line. I understand that airline employees may be on a tight schedule and do not have time to wait in line, but the TSA Staff should have escorted them through to the front of the line and stated why they were being allowed to go in front of us. I picked up my tray to move ahead and the TSA staffer grabbed it from me and abruptly told me to wait. Rude airline employees are the norm, but all of this could have been avoided if TSA staff had been alert and doing their jobs.

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:

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.

2013 1:28:2

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 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.

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2013 1:28:2

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.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 2/19/2013 4:03:16 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 02/18/2013 1:00 PM Airline & Flight Number : United 3668 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : Woman, short red curly hair Comment : Yesterday (2/18), I was leaving Chicago O'Hare on a flight home to New Orleans. The TSA agents I encountered at O'Hare were extremely rude and mean to the customers. Before I even placed my belongings on the metal detectors, a certain red curly haired TSA agent was yelling at customers to put everything on the belts, etc. I know this is her job, but it was done in a very aggressive manner, as if to suggest she was already in a bad mood. Next, after putting everything I had on the belt, I wanted to opt out of going through the millimeter wave, due to health concerns. I told the woman I wished to opt out, and she told me to stand on the mat in front of the wave. Since I've opted out many times before, I stood
2013 6:08:2 next to the metal detector to wait for another TSA agent to come pat me down. The woman looked at me, extremely confused and screamed at me to step on the mat in front of the millimeter wave so that I could go through when the person in front of me was finished. I did as I was told because I assumed that the rules at O'Hare were a little different than everywhere else (since it's a bigger airport). When the TSA agent standing behind the millimeter wave started waving me into the machine, I said "No, I want to opt out", as I had already told the other woman. This man looked at me as if I had spoken another language, made some kind of motion to the woman TSA agent, and she screamed, "female assist opt out", then proceeded to tell me that I had never informed her that I wished to opt out. I left the security checkpoint extremely disappointed that she, and the male agent, had ruined my entire trip home.
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

I flew out of San Diego friday, February 15th at 4:50 and I went through TSA. I told them I wanted to opt out of the full body scanner in which they told me that wasn't an option and that if I did I would be fully patted down, felt up, and that it would be extremely uncomfortable. The reason I'm complaining about this is because they were letting A TON of others go through the regular metal detector!!!! Last time I checked, which was it was my RIGHT to opt out of the full body scanner for privacy concerns and reasons. They need to get their act together and make sure this is allowed!!!!! I hate flying now a days because agents are rude and treat customers like dirt! Last time I checked, I'm still a human being, eat my food with a fork, and put my pants on one leg at a time. The agents need to stop with the mentality that they are superior to everyone else they encounter.

2013 8:10:2 Thanks,
(b)(6)

Sent from my iPhone

From (b)(6)
Sent: Wednesday, February 20, 2013 5:00 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
---
Remote Client IP: (b)(6)
Date Time: 2/20/2013 5:00:09 AM

!013 10:06: Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Pat down incident Newark Airport 18 Feb 2013

Comments:

Location: Terminal B international gates, time 5.45pm. Travelling home to London on Virgin Atlantic flight VS2.

To Whom It May Concern:

My family traveled from DFW to Chicago November 27, 2012 for my brother-in-law's (b)(6) funeral in LaPorte IN. We arrived at security near gate 24C for flight # AA2320 approximately 5:00 am. I told the first TSA agent with whom we came in contact that my 12-year-old son (b)(6) was wearing a back brace for a recent compression fracture. (b)(6) neurosurgeon with Cook Children's Medical Center in Fort Worth whom we had just seen November 26 advised (b)(6) to wear his brace at all times when in an upright position. The next agent we came in contact with as we approached the metal detector asked me if I would "ok" them to scan him to avoid having them to "frisk" him since he was only twelve. I agreed after she confirmed that no radiation would be involved. The next thing I knew my son was pulled aside with my husband. My husband told me the cloth they wiped (b)(6) hand with tested positive for explosives. My son had not been around any kind of chemicals other than TRESemme' shampoo and conditioner during his shower earlier that morning. Due to this false positive, we missed our flight waiting for some supervisor to come lift up Andrew's shirt and say he could go. We did not go to the local television stations like the girl in the wheelchair recently, but we want to know why this happened. After checking with American Airlines to see if they show any "red flags" for our family, they advised that we contact you.

Do we or did any member of our family have a "red flag" with TSA, from what incident and why? To our knowledge we have done nothing wrong in the past but somehow since around 1998, I have had my bags "randomly" x-rayed and have been "randomly" frisked and "wanded" even when flying alone with two small children at the turn of the century. When I'm not pulled aside during security checks my husband is. I was singled out when returning to the US in Nov. of 2003 at Heathrow in London. I was told by a friend that AA could put a red flag on someone but they just confirmed with me that none is documented with them. If TSA has our family flagged don't we have a right to know and why? Our names and birth dates are as follows:

2013 4:04:4

(b)(6)

Thanks and look forward to hearing back from someone ASAP.

Sincerely,

(b)(6)

From (b)(6)
Sent: Thursday, February 21, 2013 9:36 AM
To: TSAExternalCompliance@dhs.gov
Subject: MHT errors

I fly a lot - over 50 trips last year, many airports - so I'm familiar with TSA team execution in many locations. I'm writing to complain about inconsistent execution by TSA personnel at Manchester NH.

In my experience here (for years) the people here have been more self-impressed (yet inconsistent) than any other airport I've seen. This is leading me to reconsider using MHT, and I'll be forwarding this to the Manchester airport authority.

!013 12:05:

I recently got a TSA-approved Leatherman pocket tool - the one with no knife. It went through security at other airports with no trouble on several trips. A week or two ago, agent Gunter at MHT stopped my goods in the scanner. When I asked what the problem was he said it was this tool: he said he (unlike all the other airports) had to see it to be sure it was the right one. He said it would avoid problems if I took it out and made it clearly visible.

Other airports hadn't need that, but whatever.

The corker was that then, having already determined it was okay, he went back and put it through the scanner again! What on earth is the rationale for that?? It seemed clear to me that he was simply punishing me for questioning him, because I can't imagine any sane rationale for taking time to re-scan something you already determined was fine.

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.
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:
:013 12:07: • 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
Transportation Security Administration

Feedback Type : Complaint
Categories : Other
Current Date/Time : 2/21/2013 2:04:45 PM Airport : ORF - Norfolk International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : US Airways / Southwest checkpoint TSA Employee: (If Known) :
Comment : This checkpoint continually gets backed up during peak times. i fly virtually every week and seen the lines back up beyond the ID checkpoint. It has taken me over 40 minutes at times to getthrough security. The reason is TSA has every passenger going through the body scanner which slows the process. Most airports give you an option or open the metal detectors when lines grow.I asked the supervisor why don't they open the metal detectors and their reply is "this is the way we do it here".
2013 4:06:3 I am approved under TSA Pre and Nexus and getting through my home airport is very frustrating.
Note; This security point has 4 lanes: two metal detectors and two body scanners and they never have more than two lanes open.
TSA needs to add TSA PRE to this airport or at least open more lanes.
Thanks
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Is it TSA protocol to make parents remove a babies diaper and a TSA agent inspect the babies private parts?

I was holding my daughter when i walked through the detector, the alarm didn't sound and I wasn't padded down or checked with the wand but as soon as I walked through u was told they had to check the baby.
The make screener asked that I wait for a female screener to check my daughter and when she arrived she informed us we had to take the babies diaper off, once the diaper was removed the agent spread her legs and lifted her butt to check under her.

This I think at the time was OUTRAGEOUS and just want to find out if this was proper protocol

Sent by Siri from my iPhone 5 so please pardon the spelling.

Begin forwarded message:

2013 8:02:1 From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: February 21, 2013, 5:54:09 PM EST
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail concerning traveling with children.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child s concern.

The Screening Process - X-ray
- All carry-on baggage, including children s bags and items, must go through the x-ray machine. Examples include: diaper bags, blankets, and toys.
- All child-related equipment that will fit through the x-ray machine must go through the x-ray machine. Examples include: strollers, umbrella-strollers, baby carriers, car and booster seats, backpacks, and baby slings.

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?

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
!013 10:10: 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.

Lubbock International Airport
6104 N Cedar Ave
Lubbock, TX 79403-6819

January 26, 2013

Dear Sir or Madam:

On Friday, January 25, 2013, I traveled through your airport on my way home to Fort Worth. I am writing to complain about the treatment I have received twice now at your airport security checkpoint, the most egregious being the treatment I received yesterday.

I am a 48-year-old handicapped woman, with scoliosis, and walk with the aid of crutches and braces. I am unable to go through the screener without setting off the metal detectors, so I fully understand that I need to be patted down for security purposes. I am used to this, as I have traveled by air all over the country.

Yesterday a little after 5 p.m., when trying to catch my 6:00 flight to Love Field on Southwest Airlines, I was patted down in a more time-consuming and thorough manner than I am used to at other airports, but I expected this, as it happened to me on
2013 3:58:3 my trip from Lubbock in May 2012. Yesterday, however, after my hands were swiped and the cloth was put through the detector, suddenly three more TSA agents appeared and were quite gruff with me. I was told I would need a more thorough, private screening because the machine detected something. When I asked what it was, I was told they would tell me later.

At this point, my license was taken and run through, I assume, some computer database. Then I was taken into a private room and patted down more thoroughly. This was not an intrusive search—I did not mind the search at all. However, my traveling companions were forced to wait for me, and from their vantage point, the treatment I received should have been highly embarrassing for me. The whole process took perhaps 20 minutes.

When the TSA agents found nothing, they became congenial, thanked me for my patience, and let me go. When I asked again what on my hands had set off the machine, I was told it could have been anything: "hand lotion, perfume … I don't know. Maybe our machine needs cleaning." To say I was appalled at that response is an understatement.

I am writing to let you know I am highly displeased with the treatment I am receiving at your airport. For my job, I will have to travel to your city twice a year, and already I am not looking forward to my next trip. Could you please somehow assure me that this will not happen to me again in the future? I am copying Southwest Airlines, so they will know that if I cannot be assured of better treatment, I will be unable to give them my business. I am highly pleased with the service I always receive from Southwest; my disappointment is only with the TSA agents at the Lubbock airport.

Sincerely,

(b)(6)

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:

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.
2013 5:55:2 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.

I advised the caller the complaint must be in writing and I would gladly send him the forms to his email.

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 22 2013 5:30:22 PM Airport : SEA - Seattle-Tacoma International Date Time of Travel : 02 22 2013 2:15 PM Airline Flight Number : dl1457 Checkpoint Area of Airport : pre TSA Employee: (If Known) : overweight blonde middle aged women Comment : Screener made me remove my light jacket while going through Pre metal detector.
2013 6:32:5 Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/22/2013 9:32:03 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/22/2013 10:15 AM Airline & Flight Number : Alaska 2245 Checkpoint/Area of Airport :

TSA Employee: (If Known) : unknown (blond woman in her 40's) Comment : I travel about 30 weeks of the year by plane. I am finding that there is little consistency in the rules and the treatment of people. Today the woman watching the screen as luggage came through was stopping nearly every passenger's baggage for a search. She stopped me for the number of liquids which were in a bag and had four liquid medications and cosmetics. I was told by another agent that I would have to forfeit my items, except for the prescriptions or I could check my bag and reenter security. I felt that this was excessive. I go through airport security with the same bag three times a month and suddenly, it is not alright.
'013 10:16: I feel that we are all treated as suspects and I am a US citizen and should not be guilty until proven innocent. This is a consistent theme. If I prefer the metal detector, I am told I need a patdown. If I request a patdown I am told that there is nothing dangerous about the scanner--and most times the person informing me is condescending.
We recently went through immigration returning from another country. There was a sign that said they were there to serve us with respect and honor. Clearly this is not the motto of the TSA which I now consider to be more like the Secret Service. I am very unhappy. I want to be treated with courtesy and respect and not be the subject of someone on a power trip.
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 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.

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
2013 9:27:2 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: 718-505-(b)(6)
Email: (b)(6)

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.

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I also gave the caller the La Guardia Customer Support Manager Veda Simmons.
Phone: 718-505-(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.

!013 11:00:

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.

I am writing to let you know that I am saddened at the state our country is in that Airline Officials, with all of their xray technology, would remove a United States Flag from its case to check for "illegal contraband" and desecrate what it stood for and stands for. Let me explain.

On Saturday February 9th, I got word that my father passed away in Tucson, Arizona. I Flew to Tucson on February 13th on Southwest Airlines for his burial. I had one bag and it was not searched.

I was in Tucson, Arizona for one week, and during that time, not only did I bury my father, but I was also able to morn my mother, who died five years ago. At the time of my mothers death, out of respect for my father, we did not, nor were we able to see my mothers "last effects". So in fact, I was morning both of my parents.

My mother (b)(6) served in the United States Army and was honorably discharged in August 1959. Discharged due to a pregnancy. But while serving our country, she sang in the USO and had served to the best of her ability. When she died five years ago, she was buried in Flagstaff Arizona and her casket was covered with a beautiful United States Flag. Which was then folded and placed in a triangular case, and has been displayed, again honorably.

On February 20th, my family members and I finally had things taken care of and I prepared to fly back to Atlanta, Georgia. I packed two suitcases very carefully because I had mementos and precious items that I felt might not make it if I mailed them. Among the items I packed was the beautiful and precious United States Flag that had been on my mothers coffin. I had arrived early to the Tucson International Airport, and had to wait 3 hours until my flight. I have had my suitcases checked before when flying back to Georgia from Tucson, so I knew that it was a possibility. And most times, my things were tossed around a bit, but nothing like what I found this time.

:013 11:02:

Whoever checked my bag, in either Tucson or in Chicago, literally ransacked my bags, and were not careful or respectful of my personal belongings. My biggest shock was my mothers burial flag. They had removed the back of the case and it was bent, and the flag had been taken out and unfolded. The flag had been folded perfectly, all edges together. Someone with TSA had touched and unfolded a flag which my family had cried on and touched at her funeral 5 years ago and had been respectfully folded by a military person and placed in the triangular box and closed up. My mothers flag has been sealed inside that box until someone with NO RESPECT opened it.

Has our world gotten so bad that officials at TSA felt they had to unfold a burial flag to check for whatever they check for? Especially since technology in this day and age are so advanced, I am sure that an xray of the flag inside its case or a metal detector would have been sufficient enough to determine whether or not it had anything illegal in it or around it. TSA officials put the flag back inside its case, but the stars are not in the same place and like I said, the back was left off and was bent.

I also had an antique perfume bottle broken and I had two baggies with change from my fathers dresser that the bags were ripped open and the change was all over.

I am not sure if I have written to the correct emails, but I am asking that this email be forwarded to the powers to be of each agency and I expect a response. Again, I understand that checking luggage for contraband is necessary at times for everyone's safety, but not to the point and to the extreme that this person, or these persons took it. Below is the information about my flight and my personal information:

(b)(6)

Columbus, GA 31906

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 2/24/2013 4:04:08 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
2013 6:08:3 TSA Employee: (If Known) :
Comment : I just have a question. After going through the metal detectors/ screening area and walking to my gate, am I still subjected to a random pat down right before I board the plane? This happened at RDU. I had gone through all the proper screening, detecting, ID checks and was standing in line to board the plane. A female tsa agent walked up to me (male) and told me to put my arms out while she patted me down. Is this normal? And do I have the right to say no? Just checking on my rights. 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

Dear TSA:

I walked through security at MCI, Southwest airline, gate 40, between 1:30 and 2:10pm.

I emptied my pockets entirely, even of my handkerchief. I removed my necklace, shoes, jacket, etc and walked through the metal detector. I did NOT set off the alarm, however, I was detained until a female officer could do a pat down. She asked if I had set off the alarm. The officer who detained me said no. She told me I was getting a pat down because I was wearing a dress. I always wear a skirt and have had many pat downs wherein both inner and outer thigh are checked but never like this.

2013 4:17:1 I was told that this was the new procedure. I want to inform TSA that I find it extremely intrusive that an officer is placing her hands against my vagina. Why is this acceptable?

Please come up with alternate ways to check passengers or provide us with some other options.

Thank you. I look forward to hearing from you,

(b)(6)

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.

2013 6:06:2

(b)(6)

(b)(6) Cleveland, OH 44112 |

Office (b)(6) FAX 216-448-5958

==========

I just flew from STL to PNS this past weekend. At STL, I went through the metal detector with no problems and on to my plane. When leaving PNS, there was no metal detector. I and everyone else had to go through the body scanner. When I asked about it, the TSA person called for a supervisor.

My first question: Is this standard at PNS and is it going to be standard everywhere?
Second question: Should the TSA personnel be able to handle a simple question of why do I have to do the body scanner without calling for "backup?"

I would appreciate real answer to these questions.

2013 6:06:3

(b)(6)

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 2/25/2013 7:14:45 PM Airport : MCO - Orlando International Date/Time of Travel : 02/16/2013 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a prosthesis. The scanner was not working on the lane I chose. I informed the agent as I approached the metal detector if a scanner was an option and she said no. The agent on the other side of the metal detector told me had I informer her I would prefer the scanner I could have. She would not listen to the fact I had done exactly that on the other side of the scanner. Then after my much more invasive pat down than usual, a different agent just walked off with my things. I
2013 8:13:0 kinda of following not knowing what was going on. I was then lead to a private room and then my prosthesis was scanned from every angle. I have no idea what technology this scan is, was I subjected to additional x ray. The process was not explained, rude, and frankly insulting. More could have been seen by my simply pulling up my pants leg. It caused a huge delay, the machine did not work correctly and the agent couldn't sign in. Overall, I was insulted and in my opinion, it was less of a safety measure than what has been done in the past. It just wasted my time, singled me out and insulted my dignity.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

TSA Contact Center.

I am reporting a suspected theft by a security agent at the Miami airport.

My husband and I arrived in Miami 2/7/13 at 3:45pm United flight 536 from Denver. Our next flight was American Airlines flight 933 at 7:10pm Miami to Gauyaquil, Ecuador.

My husband (b)(is partially blind with only peripheral vision in one eye so he carries a white cane and wears dark glasses.

Some time between 4:00pm and 5:00pm we went to Security Checkpoint 2. The line was very long. Before entering the scanning equipment (b)(informed the agent that he had an and artificial knee and metal brace. (b)(was told to walk through the metal detector anyway. When going through the detector the alarm sounded. (b)(6 told the agent on the other side that he had an artificial knee and brace. That agent then told him to walk back through the metal detector. Then a female security agent with dark hair, about 5' 3or 4", Spanish accent, perhaps in her late 20's wearing a blue uniform, had (b)(put everything from his pockets into a plastic bowl (billfold, comb, handkerchief, glasses, Chapstick, etc). She said that the full body scanner was not working at checkpoint 2. While she carried the bowl she had him followed her to the scanner at checkpoint 3. He stood in the full body scanner there. Then she and a male agent about 45 years old who had a small mustache took (b)(aside. The agent had (b)(hold out his arms and started scanning his body with a hand scanner. When he got to the brace area he had (b)(pull up his pant leg. While the male agent was directing attention to the brace (b)(turned his head enough that though
!013 10:05: she was behind him he could see through in his peripheral vision that she had his billfold in her hands and was going through the cards and the bill section. (b)(said, "What are you doing with my billfold?" She said she was searching for anything that might set off the alarm. He told her it was obvious that his artificial knee and brace were setting off the alarm. Finally, she gave him the bowl with his personal items and told him to go back to checkpoint 2 where I was waiting and worried because he wasn't anywhere in sight when I got through the checkpoint.

When we got on the plane (b)(started thinking about the incident in security and checked his billfold and discovered that instead of $17 he had only $2. When we travel we carry only small amounts of cash in our billfolds because we are cautious about pickpockets. Since we were traveling to Ecuador (b)(had put only $17 in his billfold. We certainly didn't think the pickpockets would be in airport security.

We realize that $15 is not much money but think it is important for Airport Security to know some of your agent may be stealing from passengers.

(b)(6)

Bend, Oregon

Disability Description: Callers wife went through terminal 3 checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He Dr told her to avoid radiation. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor name (b)(6) and was told that it was a miscommunition between her and the TSO. He did not have the name of the TSO. He wanted to make a formal complaint. He said that he does not want to get anyone in trouble, however this issue should be looked at.

Incident Details: Callers wife went through the checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. Her flight was at 10:15 am She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor and was told that it was a miscommunition between her and the TSO. He did not have the name of the TSO.

I gave the following information: 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;
!013 11:19: Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

To file a complaint via the Internet, please visit http: www.tsa.gov traveler-information travelers-filing-compliant

I emailed him the information

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.

!013 11:27: 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 patdown.
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.
I am a cancer patient and I have flown twice in the past three weeks. I am very uncomfortable with addition X-ray exposure. On a trip leaving Orlando, I requested to go through the older metal detector to avoid X-ray exposure, explaining that I am a cancer patient. I am also a ClearMe customer so have advanced checks on file. I was told I had to have a pat down. This was performed in full view of not only other travelers but also my three children. I carry a card which states I have a port implanted in my chest for chemo (cancer/chemo patient).

I was told because I asked not to go through the X-ray, I had to be patted down-no matter what. My flight home and my next flight, I avoided the pat down and embarrassment and walked through the X-ray. My kids were sad and thought I was hurting myself which is exactly what I felt. And on top of that, because of my implanted port, they still did another check! At what point do the TSA agents use some common sense?

!013 12:03: There has got to be another option. A letter from my physician? Doesn't ClearMe provide advanced background checking which should be enough?

This is both an embarrassment and a health hazed to me.

(b)(6)

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.

2013 2:06:0

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.

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2013 2:06:0

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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.

I joined the Trusted Traveler's Program two years ago. It has proved valuable but I have an issue that I would like you to consider. I had total knee replacement surgery after I joined the TTP. Because the knee has metal components, I will set off the metal detectors at the airports. Being in the airline business, I travel quite a bit and the TTP has afforded me quicker access to the flights. The biggest problem is, I don't get through security very fast. I have to take off my belt, shoes, remove all metal, etc. Then I go through the machine. Pre-check customers who don't have the metal knee don't have to remove the belt, change, shoes, etc. So my question is: why am I, and other TKR patients being subjected to a different search? That metal knee could easily be change or my belt, etc. While anyone can get a card that shows that I have a metal knee, I do carry it and will gladly show it and the scar to any agent who asks.

2013 2:08:0 Thanks

(b)(6)

Atlanta, GA 30339-3249

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) :
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.
2013 2:08:5
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?

2013 3:27:2 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.

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Caller never did specify that there was a particular issue at any specific airport.

!013 10:03: Good afternoon, My name is (b)(6) I'm a Flight attendant for Silver Airways, a regional carrier and express service for United Airlines. Today, February 26th, 2013 at approximately 5:40 pm, I transgressed through TSA's Security checkpoint at Terminal A. I was instructed to place an open liquid container into a bin with the rest of my belongings. As the bin went through the Xray screening machine, the outer flaps knocked down my drink and the contents spilled all over my belongings, one of which was a Tommy Hilfiger watch and a Samsung Galaxy S3, the watch is water proof, the phone, however, is not. When I brought this to the attention of the TSA agents present, I was told that I, as uniformed crew, could've gone through the metal detector without placing my drink in the x ray machine, however, I was told otherwise before I went through the screening. Now the dilemma is that of my phone. Who am I to hold responsible for replacing a 600 dollar cellphone? Who am I to speak to in order to ensure my electronic is replaced?

Caller states that in the last 4 years, on his way back into the USA he states that they always confused him with someone else, he states that he tried to book a flight and the travel agent told him that he needs to apply for the redress.

Informed caller:

To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

2013 4:13:2 When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

DHS 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. In addition, DHS cannot ensure that your travel will always be delay-free. Airline check-in procedures must still be followed and other security measures remain in place at the airport. For example, an individual may be selected for secondary screening to resolve a walk-through metal detector alarm or because of random selection. Because airline procedures for screening passengers against Federal watch lists vary, an individual may still be required to check in for flights at the airline ticket counter and be unable to print a boarding pass from a home computer or airport kiosk or at curbside.

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:
!013 9:37:5 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.

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Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/1/2013 8:43:50 AM
Airport : LGA - LaGuardia
Date/Time of Travel : 03/01/2013 8:15 AM Airline & Flight Number : AA 319 Checkpoint/Area of Airport : D Concourse Pre-check lane TSA Employee: (If Known) :
Comment : This isn't exactly a complaint, but perhaps a request.. I have metal implants in my spine that have been setting off every metal detector since the sensitivity was changed following 9/11.

I have been really happy that since Pre-check was made availabile, I have rarely set off the metal detectors as long as I have no other metal on me at all (no belt, no metal in shoes, etc.)

Today I once again set off the pre-check metal detector and I assume adjustments were made.

013 10:50:3 My only request is to please evaluate the sensitivity settings and be sure they are at the intended level and consider those of us who are right on the line for setting off the machine. Obviously they need to be set to levels that are adequate for security.

In other airports when I have set off the alarm in pre-check, they have only done a swab of my hands as additional screening. At LGA, I received a full pat-down. It would be nice to have consistent procedures, especially if it's possible to avoid the invasive pat-down.

Everyone at the checkpoint was friendly and efficient, so no complaints there. In fact I have always had a positive experience at LGA. Thank you for listening!
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

March 1, 2013

To Whom It May Concern:

I have always "opted out" of the X-ray screening machine and have reluctantly subjected myself to the humiliating "pat down" procedure.

I strongly believe that rays from X-ray machines are harmful to one's body! I avoid and have refused X-rays that were prescribed by my dentist and my doctor.

On a recent trip I noticed some travelers were allowed to go through the metal detector instead of the X-ray machine. When I questioned what was the criteria for being able to go only through the metal detector, I was told by the TSA agent that if you are 75 years or older that you didn't have to go through the X-ray machine.

013 11:56:5 On my next trip (at a different airport) I informed the TSA agent that I was over 75 years old and showed him my drivers license as proof. When I told him that I wanted to exercise my right not to go through the X-ray machine because of my age, he insisted that age didn't matter and that I still had to go through it.

Don't all the airports abide by one set of TSA rules or does each airport have a different set of rules and procedures? Aren't all the TSA agents trained the same way?

Please send me some paperwork regarding this "75 year or older" rule so that I may present it to the TSA agent on my next trip.

Yours truly,
(b)(6)
e-mail: HYPERLINK (b)(6)

PLEASE, PLEASE
The DRO airport is in need of another TSA line, people have to wait far too long to get through security, often longer than in DEN and are missing their flights in some cases. Smaller airports have more lines than DRO, we need our machine back also,
'013 9:17:0 you took away the scanner where you take the picture and we are back to the old metal detectors. Now we see in the paper that you are cutting airport TSA people. This is not good, it's the only way to get out of and into DRO. Please help us.
(b)(6)
Frequent flyers

From (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)

!013 3:04:4

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.

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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:

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Caller states that his fiance and himself travel first class. Caller states that they fly six times a year and they fly with a dog between Newark and Palm Beach. Caller states that there are two particular supervisors at Palm Beach having a name of (b)(6) and (b)(6). These individuals give the passenger problems each time he flies with the animal. The Caller states that he has spoken to the customer liason (CSM Bruce Buchmann) at Palm Beach and he did not get a clear answer. Caller states that the last time he flew, he was embarassed by (b)(6) and (b)(6) when he was made to sit in a chair like a kid. Caller states that nobody was permitted to speak with him and it made him very agitated. Caller states that he requested a private screening due to the fact that the animal may run or become aggressive. Caller states that he was denied private screening and that TSA does not have a policy for a private screening for animals. Caller stated that he did not want this complaint to be forwarded to CSM Buchmann because they have already had communications. Caller indicated that he wanted the information I have sent to him via email.

Advised Caller:

!013 7:28:4 Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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From (b)(6)
Sent: Monday, March 04, 2013 9:04 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: 3 4 2013 9:03:51 AM

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013 10:04:0

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

LAX American pre-screen checkpoint

Comments:

I fly every week on AA to San Francisco and am TSA pre-check status. The full body scan has been recently removed and replaced with metal detector which means that all of us traveling public with knee or other replacements now have to do a pat down or find other locations with a full body scan machine technology. Why was the scan machine removed!!!

Hello,
I'm just curious about the "extra security" I had to go through this past weekend while flying from the Dominican Republic. We left with friends for our trip last weekend flying JetBlue and had no issues. However on our return flight I had been "randomly flagged" for "extra security". Basically my boarding pass has been stamped with SSSS and I was swabbed in the Dominican Republic , and put through the same swab and a pat down in New York's JFK before getting on the connecting flight.

The JetBlue attendant says it happens randomly. I asked a TSA agent in New York about it, and she rudely snipped at me that she couldn't answer why, but I was likely a security risk?

I finally asked the man performing the pat down, who was very professional and kind (much unlike the first TSA agent who initially compared my passport to my boarding pass...), but he again couldn't give me a straight answer as to how one is flagged. Is it truly random? Or have I done something to flag myself?

I'm really just curious at this point. I just found it odd that I had 3 different answers, and even more odd that all of the answers were mostly "I don't know for sure, but..."

Any help is appreciated!

!013 2:03:2 Thanks,
(b)(6)

PS: As a suggestion, I think it would be nice if the escort could walk you through the entire process. In the Dominican Republic I was basically led through a metal detector and left in a corner confused as to what to do next. (I'm guessing they have their own security agency though). But In New York, the rude TSA agent basically dumped me at one of the image scanners, and I had no idea what to do! I was scanned, and stood around. Finally an agent asked who escorted me in, because they didn't know where my boarding pass was.

All the while, my carry-on and personal affects (wallet, keys, cell phone), sat on a conveyor out of my reach while other passengers walked around it, unsecured. I think that agent who escorted me should have stayed with me, especially since this was my first experience. Also it would have been nice if she could have collected my belongings and secured them while I was being scanned. It's not that anything was taken, but it was left in the open for something to happen, which wasn't comforting.

Again, other than the rude agent, I have no problems with the overall experience. I really liked how the pat-down agent explained everything prior to, and during the process, but info on why I was selected would be great. And what would be even Better is maybe posting signs at the checkpoint areas explaining the "extra security" measures! That too would make the process a little less embarrassing to travelers such as I, who were being pat down in the middle of everything, getting strange looks from other passengers!

Sent from my iPad

From (b)(6)
Sent: Monday, March 04, 2013 10:50 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Complaint on Lack of Efficiency of Agents at the Boston Logan Airport

Complaint on Lack of Efficiency of TSA Agents at the Boston Logan Airport

013 10:05:2

I flew at Boston Logan Airport on 03 MAR 13 on JetBlue Flight 687 departing at 1100H. Opted out from the full-body scanner and requested for a pat-down around 0945-50ish and patiently waited for almost half an hour for someone to conduct the pat-down. I was the only person in the pat-down line). During that time, there were about 10 male TSA agents and 3 females behind / pass the full body scanner (13 people behind the security line and 2 people instructing passengers with their liquids/laptops/etc; 15 agents in ONE security lane).

While waiting for someone to pat me down, a two-year old child, a pacemaker, needed to pass through the metal detector but parent had a difficulty making the child pass through because he was crying, and the scenario lasted about 10 minutes. The whole TSA Agent team, including everyone pass the full-body scanners stopped their operation as they just watched the scenario (a couple made indecisive recommendations that did not work).

After the child was cleared, I was still waiting for someone to pat me down. I was patted-down around 1010-1015 (almost after half an hour wait). The person that patted me down was one of the TSA agents pass the full-body scanner, and he was just standing without any action even though the TSA greeter called-out out an agent since I got in front of the security lane, which was almost half an hour since I was patted-down.

If there were designated pat-down agents, why was the person that patted me down (Agent's Name: (b)(6)) just stood there for almost half-an-hour? Why did the whole security check operation stopped when a child was being checked?

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:

013 10:55:0

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 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:

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
013 12:08:1 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 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:

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Disability Description: Caller is visually impaired.

Response Details: CCR informed her:
If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.
Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog s belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The officer followed the correct policy but this information will be sent to the CSM for further assistance.

Incident Details: Caller stated that when she was flying out of Jacksonville she had trouble with a TSO agent at the check point. She is visually impaired and has a service dog. When going through the checkpoint, they left her standing there without telling her what was happening and took her sister away from her to get separately screened. When the TSOs finally returned to her, without her sister, the red haired female officer had her and the dog go through screening. She went through the
013 12:59:4 WTMD first and then the dog followed her in. She did not alarm but the dog did because of the leash. The officer went to do a patdown to the dog and she told her that she was not supposed to touch her dog nor talk to them. The TSO threw her hands up and refused to do the screening and got her supervisor. The supervisor came over and started to talk to the dog like it was a pet and when addressed by the caller, she told her that she was talking to the dog so it would not bite her. This made the caller upset because it is not their job to make the dog not bite, it was hers.
She had no issue on her first flight from Tampa to her destination, and wants to file a compliant because of the way she was treated by the TSO and also how they touched and talked to her dog.

FLIGHT INFORMATION:

Departing Airport:: Jacksonville
Airline:: United
Flight Number:: 4006
Date:: 3 March 2013 @ 12p

Disability Description: Caller is visually impaired.

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FLIGHT INFORMATION:

Departing Airport:: Jacksonville
Airline:: United
Flight Number:: 4006
Date:: 3 March 2013 @ 12p

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 3/5/2013 1:17:54 PM
Airport : RSW - Southwest Florida International Date/Time of Travel : 03/04/2013 9:00 AM Airline & Flight Number : Southwest 1963 Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Supervisor (b)(6)
Comment : My daughter travels with medical supplies for Type 1 Diabetes. As required by TSA, we keep all supplies in a separate bag for manual inspection. Per our medical supply provider, we know that pumps and meters cannot go through the x-ray machine. Here is Medtronic's site - http://www.medtronicdiabetes.com/lifestyle/travel. The issue we had is that Supervisor (b)(6) made me pass the bag with medical supplies through the metal detector (older style) before she would hand inspect
013 2:06:0 the supplies. This is not required per your guidelines. She should have taken the bag aside and inspected it. In addition, she then said she needed to pass the empty bag through metal detector. What was the purpose if she already did this? She needs to know, as do all TSA agents, that hand inspection does not require passing this through the metal detectors, as it could cause loss of data or worse, complete malfunction of the equipment. Please note that the TSA agents in Boston handled this correctly and professionally on our way down to Ft. Myers (RSW).
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

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.

013 3:56:3 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.

Feedback Type : Request for Information
Categories : Other; Identification Requirements Current Date/Time : 3/5/2013 4:08:06 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When you go through security & place all your belongings in trays & it goes w/ your carry-on thru xray; would it be proper & safer that as a passenger to RETAIN & HOLD my US Passport & boarding pass on my person, when I go thru the metal detector. I had a TSA person yelled & commanded me to place my passport & boarding pass(it was in a yellow cloth passport neck wallet) on top of my belongings @SFO. If someone ahead of me takes my passport & boarding pass, I am in a serious dilema w/ no ID! What do you suggest?
!013 6:10:2 I have one constructive criticism & request that the security personnel speak SLOWER when giving instructions. I realize that they must say the instructions 5,000 times a day or more but I even told one security man that he said it so fast 2x it was difficult to understand, and I am fluent in English!
Thank you,
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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.

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.
!013 6:13:3

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:

I just had to write to express how ridiculous this new mandate is!!!!

!013 8:04:5 I cannot believe that to ensure security the TSA makes us walk through metal detectors -taking take off our shoes and belts, x-rays our carry-on luggage, makes us pass through explosive sniffers and be subject to pat downs ---all this to ensure the integrity of flights. Passengers are finally feeling safe and believe it is safe to fly and now you are undoing all of this by letting people carry on knives!

You people need to get a life!

I want to start by thanking you for the tough job all of you do. I can't imagine the stress of your job. You must be impartial, move fast and efficiently and even one mistake could have disasterous results. That's extreme pressure and you are also pulled back and forth with social and political wants. Your service is needed, but regarded with disdain. I understand that your job isn't easy.

I have never had problems going through security screening before my trip on the 2nd. Apearantly, the rules have changed again and passengers are now required to empty ALL items out of their pockets before going through the body scanner. I'm not sure when this was enacted, but it has been since I traveled last. It must also be recent enough that it is not even on the know before you go section on DIA's web site as it still instructs passengers to "put metal objects, such as coins and keys, in your carry on bag" and "place shoes, belt and jacket in screening bins". I do not see anything telling me to completely empty my pockets.

If there was a sign instructing me to empty my pockets at the airport screening line, I did not see it. I don't travel often and was making sure I had everything ready- keys in my carry on, shoes off, belt off, drivers license and boarding pass out, etc, etc, etc. This is stressful for the infrequent flier and so there is a good chance I didn't see a sign if there was one.

This brings me to my complaint. After waiting in line and placing my belongings in the screening bin, I started to follow the person in front of me through the metal detector when it was my turn. I was angrily redirected by TSA staff to the end of the adjacent line to walk through the body scanner. I'm still confused as to why I had to stand in line again and why I could not go through the detector as the person in front of me had. No matter, I did as I was told and entered the body scanner when it was again my turn. The machine was run and I was instructed to adjust my hands and be scanned again. Again, I did as I was told. As I exited the scanner I was met by a TSA agent. He stood in front of me and said "TAKE THE THINGS OUT OF YOUR POCKETS!" I took out my wallet and by boarding pass and handed it to the agent. He opened my wallet, closed it and literally shoved it back in my hand as he said "NEXT TIME WE TELL YOU TO EMPTY YOUR POCKETS, THAT MEANS EVERYTHING, YOUR WALLET, YOUR TICKET, EVERYTHING!" and walked away. Embarased, I said "sorry about that" and was ignored.

:013 8:13:2

May I remind you that I am NOT the enemy. I am one of your customers! I was treated rudely by the person checking the boarding passes, the people at the body screening and finally by the ass that told me to empty my pockets. Furthermore, no one TOLD me to empty my pockets!!! If they had, I would have done so. I can only assume this treatment is accepted because your customers are too afraid to complain and your staff is drunk on the power they lord over each and every traveler. I wanted so badly to say something to the agent who took my wallet, to call him out on his rudeness, to embaras him like he had me in front of all the people standing in line, but I didn't. His demeanor and body language told me that he would make me an example if I said one word.

So, here I am. Hating your agency for how I was treated and thinking about how you managed to live up to all the complaints and stereotypes I hear. Your staff made my entire flight horrible as I stewed about my experience. I intentionally waited until now to complain so I could cool off and write a rational e mail. But to what end? There is no motive to change as far as I can see, but I thought you should know none the less. Your job CAN be done with courtesy and I'd bet with all the people who are out of work right now, you could find some willing to do it.

If you wish to contact me, I may be reached at (b)(6) at (b)(6) Evergreen , Co 80439
Thank you for taking the time to read this e mail. Sincerely, (b)(6)

Caller has a complaint regarding a situation that happened to her on Monday 3 4 at ATL. She had the worst experience she has ever had in her life. She had to take off her bracelets to go through the WTMD and place them in the bin with other items. She had placed five bracelets in the bin. These included: silver bracelets with stones in them, Ippolita Brand. An Indian lady, a passenger, stole the caller s jewelry from the bin and left all other items. She missed her original flight.
She was flying from ATL to SAV, Flight # not avilable, Delta Airlines which departed at 1:20 PM, she caught a later flight at 3:20 PM.
She called the ATL Police Department and they sent a representative to her. She said TSA could have done more to help but the TSO just looked at her when she asked him for help in stopping the lady and he told her he was helping another passenger. This TSO was an African American Male with hair braided in dreadlocks.

The passenger who stole her jewelry was allowed to leave the checkpoint and the TSO didn t offer to help her. Caller said her husband was so irate he is speaking with a lawyer about their options.
An ATL Police Department Officer came up and reviewed the video but the lady was long gone. The ATL Police Department opened a case. The caller has a case number and states she will find the lady and have her prosecuted.
Caller stated if someone can get through the airport with another passengers property, what else could a terrorist get away with? TSA could have done a better job of stopping the lady. The caller is so upset she doubts if she will ever fly again. The
013 10:31:1 callers flight was leaving from Gate # D26, when the incident happened.
Caller thinks a Supervisory TSO may have witnessed the whole event.

Response:
Apologized to caller for her experience and explained the TSO may not have been able to leave his location if he was assisting another passenger.
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.

Call came in on the ODPO line, provided general phone # to caller for future reference:
866-289-9673.

have a patdown. The caller stated that she has had multiple surgeries on her knee and it is extremely painful; even her own doctor will not touch it. The TSO threatened to not let her on the plane unless the passenger allowed her to touch this sensitive area.

The caller offered her two other options that other TSOs in the past had done to complete the patdwon: one being patting down to just above the knee and the other was let her place her fingers over the scar for her and lifting the skirt to show the scar tissue. The TSO stated that she could not do this. The TSO knocked her hand out of the way and actually squeezed the painful area. She was hurt so badly that she screamed out and almost lost her balance. They began to yell at her for grabbing the booth when she lost her balance because it sounded an alarm. The caller states had she not grabbed it she would have fallen to the floor. She actually patted down the same area twice when she had told her that the pain in the inside area of her knee was extremely painful. She believes this lady should lose her job. The caller has had to go to physical therapy because of this situation. She stated that this situation is horrible and the only thing that will satisfy her is having this TSO fired for what she has done. The TSO told her that if she had been wearing pants, she would not have required a patdown. She stated that the airline did not provide her wheelchair for over 20 minutes either. She stated that the TSO did not care what she was saying or the fact that she had this problem. She stated that she was treated terribly by both the TSO and the Supervisor. She stated that she knows that she will not get any money because this is a government agency but she believes that the supervisor at the checkpoint that day is too young to handle such a job. She stated that the TSO had no business dealing with the public and should get a desk job instead.

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-
013 11:11:2 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, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

Flight info:

Airport: FLL
Airline: Southwest Airlines
Flight Number: Unknown
Checkpoint Time: 2pm
Departure Time 2:20pm but was delayed
TSO Description: Hispanic, around 50 years old, and long jet black hair. They were standing by the WTMD.
Date: 3-4-2013
Supervisor Description: Young around 30 years old and her hair was pinned up.

Advised Caller:

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

I was given a pat down by one of your employees (b)(6) I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners.
'013 4:09:1 So in his own way he violated me just because he is in a position if power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you an do but I don't think he is suitable for this job. Pls feel free to call me at (b)(6) and I can provide additional details.

Sent from my iPhone

To whom it may concern.

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

I was given a pat down by one of your employees (b)(6) at the Charlotte airport today gate B. I'm accustomed to patdowns given I travel all over the country bu (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I
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I'm not sure what if anything you an do but I don't think he is suitable for this job. Pls feel free to call me atHYPERLINK "te (b)(6) and I can provide additional details.

Sent from my iPhone

Sent from my iPhone
caller arrived in Orlando she did not have a ticket to board the upcoming flight and asked an officer to help her. This is when he came back and handed her the ticket with the SSSS at the bottom. Caller went through additional screening three times in Orlando airport. When caller left Jamaica she went through WTMD and was taken into the backroom for a pat-down and it was fine. However, when caller got to Orlando, she was patted down in front of everyone and felt humiliated and as if she was sexually assaulted. The TSO lifted up her breasts and her butt while she was wearing a strapless dress, strapless bra, and thong. During caller s two and a half hour layover, she was going through security the whole entire time and was not able to even go to the bathroom and was the last one on her flight. Caller s carry-on was searched by TSA and things were broken. Caller s medication was dumped out in the bag, and because some of the pills look the same she was not able to figure out which one was which and therefore had to spend at least 200$ replacing the presecriptions. Caller flew with JetBlue. Caller also states that while going through security, that the officers were arguing and it was a mess. They were arguing about where to take her through security since the WTMD she went through was getting ready to close. The TSO there called more security to come, and they continued arguing while they were holding her up. Caller also states that her checked luggage was inspected and had no NOI in the bag. Caller said that things in her bag were broken, because of the way the officers put her belongings back in her bag the wrong way. Caller states she cannot prove the value of the items, because they were from vendors in Jamaica. Caller states she will wait until she flies again and has the SSSS on her ticket again or is stopped for additional screening until she applies for Redress.

Informed caller:
Apologized to caller.

Advised caller to apply for the redress program. This program helps to resolve passengers that have the SSSS on the ticket or are always stopped for additional screening.

The passenger has the right to ask for a private screening when a patdown is required.

!013 9:50:5 This information and complaint will be sent to the CSM at the Orlando airport for documentation and investigation purposes.

Because caller s carry-on items were broken, as well, offered to send claim form via e-mail to be received in less than 24 hours. Sent claim form via postal mail and will be received within three weeks.

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

The instructions are on the claim form as far as what the caller needs to do, present, fill out, etc. The caller has up to 2 years to file a claim. TSA has up to 6 months to finish the claim process. Suggested caller be as thorough as she can on the claim form.

Because there was no NOI in the bag, TSA did not hand inspect the passenger s checked luggage. CBP inspects passenger s bag upon reentering the US, so it is possible customs is who destroyed her bag. Referred caller to CBP to file a complaint claim: (877) 227-5511

Airline: JetBlue
Airport: Orlando International

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
!013 3:02:2 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.
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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.

I recently traveled from Houston. I have a knee replacement about 14 months ago. All the other times I have traveled TSA has been very courteous with providing me a cane and patience.
My Houston flight was embarrassing. I was sent through the metal detector and provided no cane. I sent my cane through screening.
Perhaps my fault as this time I didn't mention my knee as always before and it was never a problem. The detector rang and I was sent back through. I explained about the knee. I even showed the scar. I was told I should have gone through the other machine. At that point I was sent back and forth through the metal detector again. Another associate came over and heatedly discussed me with the observing associate. I said I will go through the other machine.
!013 8:13:0 This was denied and I had an extremely thorough pat down.
The TSA associates in Houston need tone a little more observant, discuss heatedly in private and
Be respectful.
I was not allowed my cane until pat down was complete, so I had to walk and stand for a while without it.
Sent from my iPad

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.

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.
!013 8:13:4
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: HYPERLIN(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/8/2013 1:02:52 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/07/2013 9:40 AM Airline & Flight Number : Delta 1542 Checkpoint/Area of Airport : D Concourse TSA Employee: (If Known) :
Comment : At the initial TSA checkpoint, I showed the agent my CBP's Trusted Traveler Global Entry card and requested TSA PRE, I was also with my 14 year old daughter, he motined me towards the screening area, when we arrived I showed the TSA agent the card and said we do not do that at this airport, I proceeded to explain the program, she simply said not here and to proceed towards the scanner. I then requested that my daughter and I have an alternative screen. she then closed the metal detector and said we would both get pat downs. I then said a couple just went through the detector, why couldn't we, she said that was ONLY for small children, and a pat down was our ONLY option. I agreed to the pat downs.
!013 2:03:2
I've had my GE card and gone through TSA PRE and also have had no problems when asking to go through the standard detector in my travels. One purpose of the GE card is to speed things up, especially since I've been interviewed for over an hour and my background has been thoroughly dissected.
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 indicated that his partner, (b)(6) was going through security today at SEA airport for a Frontier Airlines flight around 0415hrs. She was stopped because of a metal belt buckle alarming at the checkpoint. He said that the belt is made into her dress and the officers told her she must remove it to clear screening. She protested saying that it was made into the clothing and she had no way to remove it. Caller said that she was told that she must remove the item or she could not fly. She therefore had to tear the belt off of her dress, and then required to submit to a patdown. Caller said that the traveler was extremely upset at this as well and felt that the patdown was overly invasive. He stated that she would have called but was in the
!013 2:05:5 midst of her trip and provided her email address for communication.

I apologized to caller for his partners experience and explained that the TSOs will use a patdown to resolve alarms of the WTMD and AIT machines. However due to the requirement that she damage her clothing and the accusation of the patdown being inappropriate, advised that we would forward her complaint to the CSM at SEA for review. Also explained the process for submitting a claim for damaged items and ordered a tort claim package to be emailed.
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 MB.

MB Notes:

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
!013 2:47:5 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.

(b)(6)

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.

!013 2:58:0

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.

To Whom It May Concern:
My daughter was flying today out of Albany International Airport. She was forced to go through an xray. I am contacting a lawyer in regards to this situation. You have no right to make anyone go through that. We have a history of cancer in our family and my children are advised not to use any xray. She begged the woman at security check point to pat her down or use the regular metal detector. She was poorly treated and embarrassed. She was threatened that it would take time and she would miss her flight. She felt she had no choice but to comply. I need to know exactly who is responsible for hiring these people and whom shall we sent the law suit to?

!013 6:07:4

She is 21 yrs. old and was flying domestically. This is uncalled for.
Respectfully,
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/8/2013 5:28:13 PM
Airport : LAS - McCarran International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : For once, I decided to travel NOT in uniform to be comfortable, even though I had my uniform with me to report to work at a later time, BUT after my last dealing with TSA at McCARRAN in Las Vegas, I've decided it's just not worth it to be out of uniform anymore!! There were two lines of passengers, one for the body scanner and one for the reg metal detector. I showed my badge, and the UNFRIENDLY, BOSSY TSA agent directed me to the body scanner, which we crewmenbers are exempt from IF we go through security in uniform, as you well know…but as a KNOWN CREWMEMBER, who has been background checked, fingerprinted and has a spotless record, I resent them looking at my badge and directing me to the BODY SCANNER! So as is my right, I opted out! All fine and good with me, but now I can tell they are ticked and I am ticked and they keep me waiting while there are SEVERAL TSA agents hanging around that could have come right over…by the time they do come over, my patience is wearing thin and the agent proceeds to go through the EXPLANATION of what is about to happen, at which point I say to just SKIP the DAMN explanation and get it over with because this is outright ridiculous!…..IS THIS REALLY NECESSARY FOR A KNOWN CREWMEMBER???????? McCarran has ALWAYS had a reputation for harassing crewmembers and this cements that in my mind now! So I proceeded with the typical 'molestation" and then they do a bag swab……wasting MY time and THEIRS! If they insist on being jerks to crewmembers, I will NEVER not wear my uniform again OR I will ALWAYS opt OUT of the body scanner…..I don't know what it uses but I am not willing to subject myself to more unhealthy doses of ANYTHING, I get enough radiation from my job alone! And now passengers can carry pocket knives….?????? Yet TSA makes life irritating beyond belief for a KNOWN CREWMEMBER!!!!! NOTHING in this organization makes sense, right behind me was a well-dressed grandmother with her family in a wheelchair that was being harassed as well! I hate to use the word IDIOTIC but that is what comes to mind! Oh is it politically incorrect to use the word PROFILE?????? God forbid!

!013 6:07:5

Also, thanks for confirming the fact that we crewmembers will now be defenseless against knives, boxcutters, what have you AND we will be harassed if out of uniform, even though we are picked up and dropped off planeside, and don't go through security to get on the plane to begin with at McCarran when on a trip!!!! Bottom line is IF I EVER decide to be out of uniform again, and they direct me toward the body scanner, I will CONTINUE to opt out. It is MY RIGHT to opt out and while they take that as a HUGE inconvenience, I take the body scanner as a HUGE insult as a Known Crewmember. If I have the proper badging, Known Crewmember ID and abide by the rules, what difference does a uniform make or not? I am convinced those rules don't make any sense either. If they are going to do away with the body scanner anyway, why are they subjecting crewmembers to it?

I am fed up…this is part of our job and we can't even relax out of uniform without being treated like the common criminal. I would like to add that there HAVE been nice TSA agents along the way, but those with the "power trip " attitude are making crewmembers nothing but GROUCHY before we even GET to work!

I won't sign my name, I don't want a response, I just want a little mutual respect between Known Crewmembers and TSA when we pass through.

Thank you for your time.
Would you like a response? : False
Passenger's Name :
Phone Number :

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
!013 7:31:4 Terminal and Gate Numbers: Not Provided

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.

I forwarded the information to SFO and IAH.
Hi,

!013 8:10:0 I am a frequent traveller to Atlanta Hartsfield Airport and was wondering why all passengers are not required to go through full body scanners? It seems like every other lane goes through a body scanner and the others go through some sort of metal detector. If you are going to operate like this wouldn't it be a better idea to have the scanners random? So that passengers wouldn't be able to choose a lane with/without a full body scanner? Just wondering.....

(b)(6)

Let me start by saying that the job you do at the TSA to help protect our nation's travelers and citizens at large is both necessary and vital.

However, the way in which you do it still baffles me and I suspect millions of others. You seem to be taking away the wrong lessons from what happened on 9/11 and other activities since, including the "shoe bomber" and the "underwear bomber."

Here are some curious policies that contradict commons sense. As I list these, I hope you take them in the spirit intended – to improve security – and not as the mind of someone who would ever do one of these illegal or potentially illegal actions (i.e. please don't add me to your threat matrix because I'm going to point out serious gaps in policy and procedure):

Over-reaching policies

- Doing pat-downs on children under 6, UNLESS there is a specific threat indicated by the behavior of the parents or child. I can't see any reason why this type of pat-down should ever be part of a "random" search regimen. You should retain the right to check if necessary, but doing so at random increments puts an unnecessary (and scary) burden on the country's youngest passengers.
- Limiting liquids to a certain ounce maximum. I realized the logic in this (initially), that it would take a certain amount of liquid or plastic-based explosive to cause enough damage to bring a plane down. Now, here's the fallacy of that logic. Unless, I'm mistaken, you generally don't have an automated way to detect chemicals that might be taped or otherwise hidden on the body. So let's assume your 3.4 ounce limit catches 100% of the items which are put through the x-ray machine (even through that's unrealistic to expect). Unless you also find a way to detect an explosive chemical/powder/device hidden on a person's body, the only thing you've accomplished is to unnecessarily burden the traveling public with a measure that can't possibly protect them. I realize you have, over the course of time since 9/11, tested a variety of measures that might help with what I'm talking about – the "puffer" machine (I've experienced it, and I suspect it only works on powdered explosives), the full-view x-ray machine a person must walk through, etc. I'm not a professional security expect, but as the saying goes, "your security is only as effective as your weakest link." This policy is weak beyond words. So you've prohibited me from bringing a sealed bottle of Pepsi through security…and that helps prevent a disaster how? If you're going to restrict anything liquid-wise, you should eliminate allowing beverages in aluminum cans anywhere on planes – even if they are handed out during drink service. Why? Because a person of normal strength could tear the can in half and create a very jagged home-made weapon equally as dangerous as a knive.
- Patting down senior citizens or others who are traveling in a wheel chair. On the surface, I'd agree that age or physical disability make little to no difference in a person's ability to present a threat to the airplane. But here's where the logic falls out for me… I've seen many a wheelchair-bound person asked to stand up (or be assisted) to personally walk through the metal detector, Fine. But what happens to the wheelchair itself? Since it always has enough metal in it to set off alarms in the magnetometer, it is usually wheeled around the magnetometer by a TSA staff member. While this seeming courtesy makes sense, I've NEVER seen the TSA personnel thoroughly check the wheelchair for guns, knives or explosives. If this were a one-time occurrence, I might chalk it up to poor training or chance for that one situation. But that's definitely not the case. Again, I've NEVER seen a TSA person pay any attention to the wheelchair, probably because they realize it's metal and would send off a supposedly false alarm every time. If you're going to make seniors and others with mobility issues stand up and be guided through the metal detector, you REALLY need to pay more attention to the wheel chair. Again, I'm no threat to the traveling population. I love my country and my fellow citizens. But if I can notice this major gap in security protocols, I would expect someone bent on disaster would see it, too. It would be the ultimate low-tech way to smuggle in guns, knives and explosive devices I can imagine. A roll of duct tape before the flight ($3.00) and anyone could strap anything to the underside of a wheelchair's seat. This issue HAS to be addressed, if we're to expect more than lip-service to true, not just perceived safety.

Under-reaching policies

- Why on earth are you going to begin allowing pockets knives on domestic and international flights beginning on 4/25/13? Are there really that many "pocket knife enthusiasts" we're inconveniencing by having them leave those at home or in the car? Granted, you are limiting the blade lengths to a level that some security expert has probably said isn't a significant threat. But I'd be 100% willing to bet that the old-style security personnel at Logan Airport didn't think box cutters could be used to

The caller was very upset because of two incidents. The first being that his checked suitcase was inspected and left in total disarray. He advised that he had packed his used underwear neatly and had his vitamins in a container where they were separated from each other. He advised that someone had moved two of the partitions, meaning that they had touched his vitamins. Therefore, he cannot take them now. The second incident was a rude screener. He advised that a male agent was very rude, screaming that no one better come through his metal detector and set the alarm off. There was an NOI in his suitcase.

Date of Flight: 3-9-2013
Time of Check in: Approximately 12:00PM
Depart Time: Approximately 2:00PM
Departing Airport: LAS
Destination: RDU
Airline: Southwest
NOI in suitcase
Flight Number: 2084
Baggage Claim Number: (b)(6)
Gate-Terminal: C19

I apologized that his checked luggage was mishandled in this manner and advised him that he could file a claim to seek reimbursement for the vitamins, since he cannot take them now. I also apologized for the rude treatment that he received at the TSA checkpoint. I will send him a claims form via postal mail. I will also escalate this record to the CSM at LAS to make them aware of both incidents.

From: Benge, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Monday, March 11, 2013 1:19 PM
To: TCC-Referrals
Subject: FW: Complaint (2nd notice)

(b)(6)

(b)(6) NMB SC 29582
HYPERLIN (b)(6)

The "incident" occurred at Tunica (Mississippi) Regional Airport on Tuesday, February 26, 2013. I was scheduled to board Republic flight 5530, a charter flight booked via Harrah's Tunica NCM (National Casino Marketing) Junket Flight Reservations Department (i.e., a gambling junket). The flight was scheduled to depart at 2 p.m. The "incident" occurred at approximately 1 p.m.
For starters, you should acquaint yourself with the dynamics of Tunica Regional Airport. It's an extremely small airport which, seemingly, exists primarily to accommodate the gambling junkets (approximately 2-3 arrivals and departures daily) chartered by the casinos. And who are the passengers? Primarily senior citizens, some of whom can hardly walk. I, myself, am a 64-year-old widow.
2013 2:40:4
I placed my carry-on luggage on the conveyor belt, as instructed, and proceeded through the metal
detector. No alarm bells went off. So far, so good. Then, I was informed by a female TSA person that I was selected for a "random" pat down. Okay. I was directed to an area at the end of the aforementioned conveyor belt where my fellow passengers were collecting their scanned carry-on luggage and shoes, which we had been ordered to remove. At this point,
within five feel of the conveyor belt and fellow passengers, I was met by two females ((b)(6) and (b)(6)). One was obviously a trainee, as she was instructed verbally by the other. The "trainee" spoke so rapidly, I couldn't understand her (I guess she was nervous). When I finally understood what she was saying, it became clear to me that I was being informed I would be touched in private areas (breast, etc.). Since I found this to be invasive, in addition to being extremely embarrassing as I was in clear view of fellow passengers who could only assume I was a criminal of some sort, I asked for the procedure to be conducted in a private area. I (continuation of 3) was led to a room (apparently, a storage area) and expressed how embarrassing this experience was and stated that I would be contacting the TSA. At this point (b)(6) or (b)(6) called some Herring woman into the closet. I guess she was wanting to show (b)(6) and (b)(6) who was boss and treated me in a brutal, demeaning and degrading fashion. She touched my private parts, asked me to spread my legs (this was going to be done in a public area were I not to demand privacy?), demanded I left up my top so she could touch me under my shirt (again, this would have been done in a public area had I not asked for privacy?) and, having completed patting me down, asked if I had anything in my pockets. (What's the purpose of a pat down?) Well, I had had it at this point (am I living in a third-world country?) and pulled out a snotty tissue from my pocket (I had been blowing my nose in it) and threw it on the floor. The (b)(6) person then made a show of demanding my boarding pass and driver's license and made a big drama of recording the information. I suppose this was supposed to intimidate me. I had repeatedly stated that the TSA would be hearing from me and the (b)(6) person claimed she would give me their names. Well, she never did. What information I have is from having recorded the names on their badges.
What is happening to the TSA? I can show you my passports. I have travelled to over 80 countries and never, even in countries where women are third class citizens, have I been treated in this way. If a passenger's luggage passes inspection and the individual makes it through metal detectors without bells going off, why should she be signalled for degrading treatment by a disgruntled civil servant? I've gone through metal detectors, body scanners and have had metal detecting wands waved around my body but never, never have I been subjected to such degrading treatment.
What was I suspected of carrying on my person? Again, visit the Tunica area. Aside from casinos, it's a farming area. Was I suspected of illegally carrying soybeans on my person?

Caller wants to file a complaint against a TSO. At the beginning of the screening, his daughter took off her shoes. No alarm went off when she walked through the metal detector. She was told she had to do another random screening. She asked if she wanted a private screening, she said no. During the patdown her daughter said the TSO touched her in the groin area. His daughter asked the TSO what she was doing. The TSO stated: I don t have to let you on the plane. You can find another way home. The TSOs dumped out her wallet. They took out every dollar and every credit card. His daughter was in tears. She called her dad who told her to go back to the checkpoint, talk to a supervisor and get the name of the supe and the TSO which she did. When she talked to the supervisor, the supervisor basically said Whatever. I will talk to her (the TSO). He does not have the names with him now but will have them later.

Caller said this was assault, punishable by law. Someone will be held accountable. He is going to talk to his attorney. He wants this to be dealt with quickly.

2013 3:18:5
Airport: MEM
Airline: Delta
Flight Number: 1130
Date and Time: March 8, 2013 at around noon (Time she was at the checkpoint)
Location: He does not know

I told him I could either tell him how to get in touch with the CSM or I could send the information up. He preferred that I send it to the CSM. I apologized to the caller, told him I would send this to the CSM.

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?

Informed caller:

2013 7:46:4

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.

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?

Informed caller:

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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.

Caller observed airline and airport employees going thru WTMD only and wanted to know if he could.

2013 9:30:5 Exp[lained that most of these individuals have been thru a STA and if he wanted to participate in Precheck he could visit globalentry.gov and he would be able to leave his shoes on,lighter outer jacke and belt and leave laptop in bag and go thru expedited screening.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I went through the screening at O'Hare airport I kindly requested to opt-out of the body scanners. The TSA agent then began lying saying that these were not the ones that give off radation and made it sounds like they were metal detectors. I asked are these the metal detectors and he then admitted they weren't and was very rude.

The additional polices of empting ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

During the pat-down I was groped and a manner that was totally unnessary. To make matters worse another TSA person told me that I was not allowed to take my unopened jar of peanut butter on the plane as it is deemed a liquid. Since I've never

2013 7:58:4 heard of anyone drinking peanut butter this policy makes no sense at all. I even volunteered to eat some to prove it was a food but no it was confiscated (legally stolen) by TSA.

To make matters worse after the groping TSA lost my black belt that was with all of my stuff.

The final indignity is after all of this insanity at the screening area TSA had 6 agents, that I as a tax payer pay for, at the gate doing a secondary check. These agents spoke in a highly crude, loud and uneducated manner.

All of these headaches and TSA has never caught one terrorist. Talk about a waste of tax payer money. TSA is the reason I have reduced my business travel by more than 90% as I find their policies and behavior to be intolerable and unAmerican.
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

Disability Description: Caller stated she has diabetes and she uses an insulin pump.

Information Request: Caller stated she uses an insulin pump. Caller stated she is complaining about the patdown because she informed the TSO that her insulin pump couldnt be screened.

Caller stated she was seeing her mother to the boarding gate.

Response Details: Advised caller the following information:

2013 8:35:2

Advised caller if her insulin pump couldnt go through the AIT or the WTMD then she would be subject to a patdown, because everything that goes through the checkpoint has to be screened.

Advised caller the other diabetic supplies and medication would have to be screened also.

Tried to offer to send the information about the patdown to the caller but she hung up while asking to send the information.

Caller stated that she was in a wheelchair wearing a cast and traveling out of ABE airport last week on March 5th. She claimed that she was required to submit to a patdown after alarming the WTMD and wanted something done about the female agent that conducted the screening.

I ask her if there was a problem and it was clear that she was irate solely because she had to have a patdown and the officers would not let her pass the checkpoint otherwise. She explained that they offered a private screening and would not
2013 2:30:1 elaborate in any way that there was something done that was out of the ordinary.

She kept claiming that she was involved in the law and the agent almost pushed her to the brink of a lawsuit; but still would not explain anything that happened that would constitute a valid complaint.

I told her that she could contact the CSM at the airport if she would like to discuss the issues she had or we could email them the information. She said that she would contact them herself.

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.

2013 3:07:5 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.

I am writing to you because for the first time in several years of traveling I had an unpleasant experience going through the TSA security screening.

Last Saturday March 9th 2013 I was traveling with my family (my wife, a 3 yr old and a 5 month old baby) from Caracas Venezuela to our final destination in Cincinnati going through Atlanta as our port of entry in the US.

My wife is still breastfeeding and as we have done several times in the past with our 3yr old and even very recently with our baby she was carrying her breast milk with her so she could feed the baby during the trip.

2013 6:11:0 As we get to Atlanta and after passing through immigration we start the security process in ECP-ATL and the TSA agent requests that we pass the breast milk through the X-ray. My wife asks if it's possible to do a separate screening for the milk as we have done always when traveling with the baby. This request was denied and the agent mentioned that if we didn't pass the milk through the X-ray we will then have to do an intense security screening.

This was a surprise for us as we've never had to do this in the past so we were asking for more explanations as to why this would be requested as it was never an issue before. And this is when LTSO (b)(6) started to direct the process and all went sour.

He was very difficult from the beginning not listening to us and just directing us in a very rude manner. According to him the process is that all of our things will need to be checked and that my wife and I will need to go through hand screening. I find all this very unnecessary as all of our things (except the breast milk) had gone through the Xrays and we had gone through the metal detector. Even this was done in a very rude manner instead of starting the incremental check with our shoes they let us stand there without them for at least 15 minutes and throughout the process we were treated very rudely by (b)(6) At the end the breast milk was screened just like it has been screened in other airports (including ATL).

I believe that the realized that they had acted in the wrong manner since STSO (b)(6) came into the situation and (b)(6) left and we never saw him again. (b)(6) was very cordial and treated us with respect.
The caller is traveling soon and he has a hip replacment. The caller said he is traveling from PHL to FL. The caller said he always causes alarms when he goes thru screening and wanted to know how to avoid this and being a public specticle. He stated his dr gave him a card and told him if he called TSA that we would have someone waiting at the checkpoint to scan him immediately so he would not have to wait for an agent.

Provided the following info from the template:
I advised the caller he could request a private screening if he did not want the patdown to be performed in public. 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.

!013 10:54: I apologized to the caller and advised I did not have ability to guarantee that he would not have to wait for a TSO to perform the paldown.

The caller stated obviously we were having a communication problem and the call escalated.

Escalated to (b)(6)

mnelson: Caller wanted the number for the CSM because he wanted to set up arrangements so he would not have to wait for a patdown. Provided caller with directions on how to obtain the CSM number from the IVR.

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
!013 10:58: 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:

(b)(6)
F/A USAirways

Sent from Yahoo! Mail on Android

From: (b)(6)
To: tsa-contactcenter@dhs.gov <tsa-contactcenter@dhs.gov>;
Cc: (b)(6)
Subject: Complaint letter by Crew Member
Sent: Sun, Mar 18, 2012 12:36:51 AM

!013 12:01: To Whom it may concern:

I'am a USAirways Flight Attendant and was going through the "B" screening check point at the Philadelphia airport on March 17, 2012 at approx 14:25.
As I approached the belt the previous passengers neglected to push their animal bag and briefcase through the xray machine. I did not notice this until I went to place my bags on the belt. I turned to STSO (b)(6) and asked if she would push the bags through as I have been told by previous TSA officers not to touch bags that are not mine. I was very rudely informed by (b)(6) saying "I'm not touching no bags" I explained that I'm not allowed to touch the bags either as they are not mine. She again said very dramaticaly " I said, I'm not touching no bags"I The other TSA officer, TSO (b)(6) yelled across to me to "go around the items". I replied I could not as the bags on the belt were at the opening and were blocking my opportunity to do this. Both screeners became agitated yelling to me and a thrid screener came forward and pushed the bags through the xray machine. I began to place my bags on the belt when officer (b)(6) looked at me and said " your an idiot". I was flabbergasted as this outburst. This took place in front of many passengers while I was in full uniform. I immediately asked both screeners for a Supervisor. When I tried to go through the metal detector officer (b)(6) intentionally and aggresively blocked my path. I told her I have asked for a Supervisor and she stepped aside. A Supervisor met me and I informed him of what happened. He provided me with the names of the officers and a complaint form with instructions.
I wish to have this investigated and to be contacted as to the resolution of this formal complaint.
This was a disgrace and an extreme example of unprofessinalism by these two officers.

(b)(6)
USAirways Flight Attendant

Sent from Yahoo! Mail on Android

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.

2013 1:42:5

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.

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.

2013 2:23:4

I provided him with the contact number for the CSM at LAX Karen 310-242 (b)(6 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.

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 3/14/2013 8:57:04 PM Airport : HNL - Honolulu International Date/Time of Travel : 03/12/2013 Airline & Flight Number : 838V Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : 1. I am 76 years old. When I boarded the plane to Hawaii for vacation from Portland OR., I was not required to remove my shoes or sweater and I was not body padded. I just walk thru a metal detector. On my return flight in Honolulu, it was a complete opposite procedure. Why make life so hard for a US Citizen of any age in traveling within our own country?

2. My wife said the restrooms in the terminal was overcrowded. She waited on line for about five minutes to relief herself. She gave up and had to do it after she boarded the plane.

3. We waited for about two hour sitting in the plane before we took off. The pilot said there was a minor problem regarding an electrical prong broke off while the plane was being charged. We should have been de-planed back to the terminal instead of sitting in the plane breathing in stale air for two hours.

2013 9:23:3 4. After we took off, the air conditioner above our seat began leaking onto the head and lap of my wife. Her seat was (b)(6 At first my immediate thought that it could be jet fuel. I dipped my fore finger on one of the droplets and sniffed it and it had no smell and I deducted it was air conditioner condensation. Next, a passenger at seat (b)(behind us tapped my shoulder and pointed to me that she too was being showered with water. We complained to the air steward and he gave us extra paper napkins to soak up the water.

This flight from Honolulu International Airport was not a pleasant experience for me and my family.

Sincerely,
Walter Chin
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

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.

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.

2013 3:48:0 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.

Dear Sir, Dear Madam,

On the 19th of January, I took a flight from Geneva to Newark, followed by another flight from Newark to San Salvador.
During the TSA passenger screening, before taking the flight to San Salvador, I took of my watch for passing the metal detector.
I then left it in the plastic box. I'm 100% certain of the place where I left it, as I became aware of it when entering the plane.
The steward told me I didn't have time to go back and get it.

On many occasions I tried to call your Service Line, and I left two messages on the answering machine.
I saw you tried to call me back with the number (b)(6), but could never answer the phone.

So I'm looking for my watch, brand JUNKERS, black leather strap, made in Germany.

2013 4:01:3

As you tried to call me on several occasions, I assume you have found the missing object.
Could you please answer me by mail?

My contacts:
(b)(6)

BELGIUM
(b)(6)

I thank you very much,
(b)(6)

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.

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.

2013 4:23:5 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 screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

eMail: HYPERLINK "mailto:concernedCitizenTSA@gmail.com"concernedCitizenTSA@gmail.com

What happened:

I was scheduled on a Delta flight at PBI. Going through security at this airport, metal detectors are not used, and all passengers are required to pass through full body scanners. I opted out of the scanning, as, being a physicist, I do not like to subject my skin to radiation of that level. I have done this at other airports without incident. Usually, my bags are taken off to the side after going through the scanner, and I am then quickly patted down in a professional manner. I wish that I could say this was the case at PBI. I was not allowed to keep visual contact with my bags, which is slightly stressful. At any rate, a mild inconvenience. Yet, the problem came with the patdown. I was forced to wait for several minutes until someone leisurely and frustratingly walked over to take me through to where I would have a patdown. The man was a white male approximately 6ft tall and ~50 years old, with the name (b)(6) c.... something. (b)(6) was on his badge, and he has a rather unique description. Per normal operating instructions, (b)(6) recited all the legalese you make your employees state. He offered a private screening room, which I declined. Then began the patdown. Which took approximately a full ten minutes -- far longer than at any other airport. (b)(6) was extremely rough on the nice dress shirt that I was wearing, clawing at me with the patdown gloves. I know that part of patdown procedure is to get trace amounts of detectable particles onto the gloves for analysis. This is fine. Yet the clawing was so rough -- it was something I have not experienced before. I felt as though my shirt were going to be torn off. He then ripped a button off my shirt in this process. THEN, he says "ooooopsss" in a lethargic, humorous manner. Excuse my tone here, but you do not fucking treat people like dogs, which is what (b)(6) under your organization, has done. After the scan (b)(6) LAUGHED ALONG WITH a female, African-American TSA agent, who patted on his back and said "GOOD JOB". I have never experienced something like this in my life. After an extended patdown which is something ENTIRELY DIFFERENT, longer, and far rougher than anything I have ever experienced (and I am a rather frequent flier), you can see how irritated I am that I am writing this. Nowhere in the TSA guidelines does it say to claw and pull at a passenger's clothing. The irritating part, however, is the ATTITUDE. Laughing both at me, as well as along with another TSA agent regarding my humiliating treatment is entirely unacceptable. I cannot believe you let agents such as (b)(6) and his compatriots at Palm Beach International airport work in such a manner. As a citizen of the United States of America, I am treated far worse by TSA agents than I have been in nations such as China with so-called "oppressive" regimes. I honestly cannot remember the last time I was so disrespected.

!013 10:59:

I know that I am submitting this with the "I do NOT want CRL/OTE to disclose my name to other offices" box checked, out of fear of retaliation from your agency the next time I am flying. I know that it is not your fault, you who is reading this. Also, it is probably not the fault of the person even who hired (b)(6) Yet, I strongly suggest that you review (b)(6) record, as he gives the TSA, and America, a bad reputation (I have not had issues at other airports). Why else would I take the time out of my busy work schedule to write this?

Thank you for your time -- I strongly hope that your agency gets these issues under control.

When did this happen:

Caller stated that her grandmother went through the checkpoint and before letting her leaving the ticket counter with the wheel chair assistant, she told them multiple times that she could not go through the WTMD due to having a pacemaker. When her grandmother arrived in Mexico, she told them that they put her through that screening device. She is wanting to file a complaint for this because it could have damaged her along with shutting of the device.

FLIGHT INFORMATION:

Departing Airport::JFK
Layover::
!013 11:32: Arriving Airport:: Juarez
Airline:: Mexico
gate Number:: Gate 4
Date:: 6:45pm

CCR informed her that if this is not declared to the officers, the have no way of knowing that she has the internal device.
This information will be sent to the CSM but also she can call the airline as well since they did not listen to her.

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.

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.

2013 6:19:3 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.

The callers flight details are as follow:
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.
2013 5:01:3

Response- I told him that is the correct protocol for when you opt out of the AIT machine.
There was a 31 minute wait in the premium line (timed it on my stopwatch, from line entry to time through metal detector) at Seatac Checkpoint 1 this morning (entered at 6:02 AM, 3/18/2013). I could see the line was long when I got there, and asked a TSA agent whether I would be better off at another checkpoint, but she told me that for N gates, this would be the fastest.

When I got to the front, I asked a TSA agent why the line was so long. He said it was because it was a Monday morning. I fly out of seatac every Monday morning, and the line is not usually nearly that long (typically closer to 10-20 minutes). I then asked him why the other two x-ray machines (out of the three) were not in operation and he told me they were broken.

If the problem was the broken x-ray machines, I'm sure a reasonable supervisor could have found some solutions, such as directing some premium customers to other checkpoints, and, after the ID check, directing some passengers to the regular
!013 12:01: lines. I think the supervisor this morning was incompetent.

I fly every week, and I depend on reasonable checkpoint times – I already have to wake up at 4:30 in the morning to catch my flight; please don't make my life any more unpleasant than it already is.

(b)(6)

Alaska Gold Frequent Flier

Caller stated that they just flew in from TPA to Kansas City. She had a container of sand from the beach in her husbands bag, and she doesn t understand why they couldn t put the lid back on the container. There was a sticker on the outside that said it was inspected and a NOI in the bag. There are things in the bag that couldn t be ruined, one of which was the batteries for their metal detectors that will now have to be cleaned. She wants reimbursed for what it will cost to have those cleaned.
Flight details below:
Airport: TPA
Flight #: 567
Airline: Southwest
Departure Date: 3-18-13
Departure Time: 5:15 p.m.
2013 9:56:0 Checked Bags: 1:30 p.m.
Baggage Claim (b)(6)
TPAS-5 (b)(or (b)(and there s a stamp that says March 18, 13:30 was on the NOI.

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

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 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

2013 9:45:2 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.
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

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) s 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

2013 9:45:2 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.
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
Dear TSA,

I have just been returned the bagage I have been expecting for a week.
It is damaged because of unprecautionnary zipping or unzipping from your agents (and though I never put lock just for that purpose).
The result is that the bagage is not fixable, and I have to buy another one.
Can you just tell them never to force without a reason (that's what as always told my father in law) ?

This complaint about my bad experience is also the occasion to ask why TSA agents seem to take the habit of standing in the metal detector and making passengers think corporal screening is mandatory.
I thought Congress has ruled about corporal screening (chance made me visiting the Congress for the first time just that day ; it was interesting).
013 10:03:
Thank you for your careful reading, and hopefully answering, Wishing to have better experience,

(b)(6)

Air France first officer
Positioned as passenger on AF 65 (11th of March) RFID tag (b)(6)
(b)(6)
(I-pad)

Caller spoke with a agent who was providing her a claim form. Caller said going through checkpoint and she understands the removal of items in the bin and the TSOs aren t there to act like drill seargents.
They were yelling at her 16 year old daughter, they gave her daughter and brother a hard time and her mother and father who was in a wheelchair.
The TSO agents wanted her to push her dad through the WTMD and wouldn t let her go through the WTMD with him. The TSO had no idea she was with anyone else. In her carryon she had a jewelry box and laptop which was in a hardsided carryon.
They asked someone else to remove the laptop from her bag. her bag was left open and the laptop removed. The 2 individuals that removed her laptop went through the WTMD (brother and sister-in-law) and her carryon came through and she replaced her laptop and didn t check her jewelry box. The jewelry box is missing from her carryon bag.
TSO was yelling at them to
When going through security the next area has separate rooms and in the last room they could hear (10 people) a group that worked there were mocking some people that had gone through previously.
!013 10:37: The TSO told her sister-in-law to go through her suitcase and she was told she wasn t allowed to go through her bag. If she had gone through her bag, her jewelry box would have been in there.
Caller stated she had 13 phone Numbers and had left 2 messages for Ophelia Ruiz, CSM at EWR.
Flying from EWR to Toronto, CA. via Air Canada.

Response:
Apologized to caller and informed her the agent she spoke with previously had provided claim form for her via email and information had been sent to the CSM at EWR for their review.
Her phone # is a CA number and probably the reason she hasn t received return calls.
Linked records, not sending to CSM because it was already sent via
Confirmed email to caller.
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 x (b)(- Rusty

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.
2013 5:03:1 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.
Hello,

The past two times I've traveled by air with my cat I have had my hands swabbed, presumably for explosives detection.

The first time I had passed through the metal detector with the cat and returned her to her carrier when I was pulled aside and had my hands swabbed. No problem.

The second time I walked through the detector and was asked to step aside while still holding the cat. I was waiting for a short while so I asked if I could put the cat in her carrier as she was getting nervous. I was told to stay where I was. When the person arrived to swab my hands he asked me to hold the cat with one hand while he swabbed the other. Then I was asked to switch the cat to the other hand so he could swab the other. Again I asked if I could put the cat in the carrier during this
2013 8:58:4 process but again was told I couldn't. I know I am supposed to be able to keep the pet under control at all times, but under the circumstances with noise and people bustling around, it is unreasonable to be expected to do that with only one available hand. When the swabbing was finished I was able to return the cat to her carrier.

I would like to know how I can avoid this second situation in the future. I have no objection to having my hands swabbed, but not while holding the cat. Should I ask for special assistance? I would appreciate your advice on this matter.

Thank you.
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/19/2013 8:31:06 PM Airport : PVD - T F Green State Date/Time of Travel : 03/14/2013 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :
Comment : How is it decided who goes through a metal detector versus the scatter x-ray? I am aware that it is minimal exposure that you get from the scatter and I am probably getting a comparable amount on the airplane...but where exposure can be
2013 8:59:0 limited and there are other options for screening? I am a young fertile woman and you send me through to get exposed and then send a 75 year old woman through a metal detector? Is there a method or is it pure randomness? Can we take in to consideration the age of and even the possibility of pregnancy of the people you send through the scatter xray?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/20/2013 1:37:18 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA Team,

I wanted to let you know that I have experienced many close calls with my laptop at the airport due to TSA oversights. After you load in your personal effects on the conveyer, sometimes TSA takes liberties re-ordering the buckets without your knowledge after you proceed through the metal detector.

This has caused two separate incidents.

2013 2:06:4 The first was my laptop was mixed up with another customers, which could've been a disaster.

In another instance, they actually took my laptop off the conveyer and forgot to put it back on until a few minutes after I already passed through the metal detector. As I collected my things my laptop was then perceived as missing, resulting in my thinking somebody ran off with the laptop as I was held up in the metal detector line (which also could very well happen anyway). No one is watching the items coming off the line so if someone wanted to they could very well decide to swipe someone elses things, especially a laptop.

I wanted to bring this situation to light. I'm not sure how to mitigate against this in the future.

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

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:
2013 5:43:4 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.

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 3/21/2013 4:12:39 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/19/2013 4:00 PM Airline & Flight Number : Airtran 275 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was very dissatisfied with the TSA agents that were doing the screening. I have a service dog that weighs 30 pounds. She is clearly marked as a service animal with patches and a backpack. I also told them that she is a service animal. I was told to take her backpack, harness, collar, and leash off to take her through the metal detector. I was also instructed to carry her through the metal detector. I am not supposed to lift more that 10 pounds due to a back injury. This was very painful and is still causing me pain. After getting through I was not able to get her harness or leash back right away and I had to hold her. After she was "cleared" and I was trying to get her harness and leash back on I was told that I needed to
2013 6:08:1 move more quickly. There was no place for me to sit and put her things on her or to put my shoes on. The agent was very rude and I felt discriminated against because of my age and injury. I am not looking to get anything out of this except agents that are more understanding and empathetic to a person with disabilities. Also maybe a bench at the end of the check point. I understand the job is challenging, but I do not deserve to be treated the way that I was treated. I travel with my service animal all the time and we have never been treated so poorly.
Would you like a response? : True
Passenger's Nam(b)(6)
Phone Number(b)(6)
Ema(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From(b)(6)
Sent: Monday, March 18, 2013 6:54 AM
To: 'tsa-contactcenter@dhs.gov'
Subject: 31 minute wait in Premium line at Seatac Checkpoint 1

There was a 31 minute wait in the premium line (timed it on my stopwatch, from line entry to time through metal detector) at Seatac Checkpoint 1 this morning (entered at 6:02 AM, 3/18/2013). I could see the line was long when I got there, and asked a TSA agent whether I would be better off at another checkpoint, but she told me that for N gates, this would be the fastest.

When I got to the front, I asked a TSA agent why the line was so long. He said it was because it was a Monday morning. I fly out of seatac every Monday morning, and the line is not usually nearly that long (typically closer to 10-20 minutes). I then
2013 8:17:2 asked him why the other two x-ray machines (out of the three) were not in operation and he told me they were broken.

If the problem was the broken x-ray machines, I'm sure a reasonable supervisor could have found some solutions, such as directing some premium customers to other checkpoints, and, after the ID check, directing some passengers to the regular lines. I think the supervisor this morning was incompetent.

I fly every week, and I depend on reasonable checkpoint times – I already have to wake up at 4:30 in the morning to catch my flight; please don't make my life any more unpleasant than it already is.

(b)(6)

Alaska Gold Frequent Flier

Disability Description: Caller has lost his left hand and has a hook and cable prosthetic and he normally takes his arm off and puts it through the metal detector with his other carry on items. He went through the screening checkpoint at Boise Airport yesterday and he and he was told that he should not do this and should not have to take his arm off for screening.

He stated that he went through the screening process in Spokane and he left his arm on and he received a patdown and that was very invasive and he does not want to have to go through this again so he just started taking his arm off for screening. Concourse C at Spokane Airport Alaska Airlines to Boise at 7:00 am Wednesday Feb 20 flight 695.

!013 12:26:
Incident Details: Caller stated that he does not feel discriminated against and that he just believes that the TSO that conducted the patdown at Spokane was very poorly trained and he hopes that they will receive additional training on how to conduct a patdown screening.

I regret that this was his screening experience and advised him that I will forward his complaint to the CSM at Spokane so they will be aware of the issue.

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.

2013 1:55:3 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.

Good Morning-

I am writing to file a complaint against the Denver International Airport TSA. On Friday March 15, 2013 at approximately 11:10pm, I was traveling from Denver to Orlando with a service animal, which was a small dog. This is not the first time I have traveled with a service animal, so I was accustom to the procedure of going through the metal detector and then having my hands swabbed. On this occasion however, I apparently failed the hand swab. My belongings were moved to another table and the male TSA agent explained that my hand swab had failed, explaining that it was likely the dog had walked through something which allowed transfer to my hands and subsequent fail of the test. He was polite as he did his work and I had no complaint with him, as he was professional and explained what was going on.

It was the female supervising agent and her female counter part who angered me and in my opinion were HIGHLY unprofessional. Apparently, my bag swab also failed because with NO explanation my belongings and I were silently escorted into a small room, the door was closed, I was given orders and then I received an entire body pat down, including inside my waist band. I felt violated and like I was in a foreign country not America because surely in the United States of America I could expect that before being escorted away into a private room by two female TSA officers, that the situation would be explained to me that both my hands and bags had failed the swab test and that I would be taken to a private room and what would happen once in that room. These two female officers said nothing to me as they escorted me to this room and only barked orders at me like I was a dog. I was not treated with respect or dignity, nor was I given the common courtesy of an explanation of what was going to happen.

!013 12:58:

I have no issue with TSA doing their job but I do take issue when things are not explained to passengers, so they may understand what is going on and what to expect. Explaining to me that my two initial swabs had failed and that I would be taken into a private room, patted down and the agents gloves tested again does NOT pose a threat to our national security or release security sensitive information, so why your two agents chose to be rude and unprofessional is beyond me. It is experiences like this that leave a bad taste in the mouth of American citizens. I would ask that ALL your agents receive a reminder of how to communicate with the public and how situations like this should be handled.

Again the date was Friday March 15, 2013 at approximately 11:10pm and it was at the South Security check point, I believe. It was the check point nearest the security checkpoint for terminal A, which was closed due to the late hour, prompting me to go down the escalator to the checkpoint below. I went through in approximately the middle of the lanes.

I would appreciate a follow up to this email.

Thank you.

(b)(6)

On march 14 at 5am we were in the middle lane of the security screening area. There was a Hispanic woman working the metal detector we were in line for. She was yelling at passengers myself and family included. She was mocking us and talking about us to other tsa agents on the top of her lungs. She was told to "cool it" by another screener but didnt and laughed and started again. I'm sure it's recorded and should be looked at. It was gate C for a united flight to LA. My daughter is 4 and was very upset at this. How Horrible that your agency has turned into this. I hope this makes it to someone that can do Something about this. If It was my team that was doing this they would be held accountable and possibly lose their job. Tsa agents are supposed to keep airways safe not abuse their "power".

!013 11:03 (b)(6)
Concerned traveler

Sent from my iPhone
*Please excuse any typos

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.

2013 6:08:3 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

Making Reservations: Secure Flight requires airlines to collect a traveler's full name, date of birth, gender and Redress Number (if applicable) to significantly decrease the likelihood of watch list misidentification. Travelers are encouraged to use the

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/24/2013 4:49:23 PM Airport : SFO - San Francisco International Date/Time of Travel : 03/20/2013 2:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C Pre Check TSA Employee: (If Known) :
Comment : I am a frequent flier who went through the Pre Check line. The metal detector beeped when I went through indicating a random screening. My palms were tested and I set off some other obscure alarm. I was then brought into a private screening room and had my genitals touched as well as every other part of my body. I felt severely violated, I asked if I could go into the nude body scanner instead and the TSA agent said 'no'. He was older, african american, about 6 feet in height. I
2013 6:08:4 was very disturbed by the violation of personal space and trust. I can't stop thinking about the incident. My job requires that I travel a lot, as do many Americans who are trying to get the economy back on its feet. Ridiculous theater such as what I experienced at SFO makes me want to travel less, thus harming the economy. I am a frequent traveler with a very high elite status on United, I was cleared for the pre-check line. Yet, I was still treated like a criminal when I did nothing wrong. Please let me know how you can apologize and rectify this terrible situation, and what steps you are taking to treat passengers with the respect they are due in the future.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 3/24/2013 9:24:38 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello, I have two inquiries about recent trip I took from Nashville, TN, to Raleigh, NC.

I noticed at the security checkpoint that families with children get to go through the metal detector; the children as well as the parents. I have seen this at several airports. If this is risk-based flexibility, then why do other low-risk groups such as the elderly and women need to go through the body scanner?

2013 9:08:4

As I was waiting in the line at the gate, the TSA went down the line and asked to see into all the women's purses. When approached, I asked what the reason for this was, since I was already screened once. The TSA agents (2 of them approached me) did not answer my question, stating that "it needs to be done". They also opened up my carry-on bag. This baffled me as the security checkpoint is supposed to be thorough and effective. Can you please tell me the reason (please include data if available) for the second screening I received? What could someone obtain in the secure area that would be forbidden if it is truly secure? I feel fine about getting a pat-down at the security check, but I must say that it felt quite invasive when it occurred outside of that area.
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 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
!013 12:53: 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 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.

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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
!013 12:53: 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.

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.

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
2013 3:01:1 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 went thru Chicago O Hare. Caller states that she was detained at the security checkpoint to await a female agent (TSO) because the WTMD went off due to her knee replacement. Caller says that her iPad is now missing from her carry-on bag. Caller states that it was only out of sight when she had to stand there 2 to 3 minutes awaiting the TSO. She says she flew with United and went thru Terminal 1 at the security 2 checkpoint where crew members go through off to the side. Caller states that she went through security from 8:35am to 8:45am and was at the gate at 8:47am. Caller says that her daughter s laptop was taken through twice. It was United flight 1249 direct to Phoenix gate B4 departing at 9:17am. She prefers to be called. She says that she was in the far right line.

Advised caller:
TSA regrets that you found items missing and or damaged from your carry-on luggage.

http: www.tsa.gov traveler-information airport-lost-found-contacts#38
You may contact ORD lost and found at:
O Hare International Airport
773-377-1210

2013 4:38:1

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.

Flight information:
Flight Path: Chicago ORD to Phoenix
Flight date time: 3 27 9:17am.
Flight #: 1249
Airline: United
Airport: OHare
Gate Terminal: B4
Email (b)(6)

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.

2013 4:38:4

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.
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Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 3/28/2013 12:34:37 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/27/2013 9:00 AM Airline & Flight Number : AA 1595 Checkpoint/Area of Airport : area after material is on belt, before walk through security TSA Employee: (If Known) :
Comment : This was in Washington DC at Reagan National, which by the way, you don't have on the drop down list. It was apparant that the TSA employsees were intentionally slowing down the traveler line. After travelers had placed their material onto the x-ray belt, the TSA security would then turn their backs to travelers and joke with each other, impeding the flow of travelers through the system. This is in the middle of the system out of view of most of the travelers and out of view of management. Essentially not efficently giving the go ahead for people to enter the metal detectors.

2013 8:14:4

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

My name is (b)(6) and I wish to register a complaint against a TSA Officer and his supervisor for how I was treated.
I am a very frequent flier, I have a Global Entry pass etc. I also have an artificial hip and am regularly screened and have pat downs a lot.
(b)(6)

Somerville, MA 02145
(b)(6)

Here are the specifics of my complaint.
My complaint is with TSO (b)(6) and LTSO (b)(6)
I was traveling on March 4, 2013 on USAir from Boston to Washington, DC.
I went through the metal detector at Checkpoint B2 on March 4, 2013 at approximately 5:00PM. As usual, I set off the metal detector and was selected for a pat down.
LTO (b)(6) (if I mixed them up it was LTSO (b)(6) did a professional job of explaining what he was going to do and asking for my consent and permission.
The problem began with his pat down. As he stood behind me and ran his hand up my legs, he slammed hard into the joint on both sides, crushing my testicles. As he passed in front of me, I said, "Can you please not slam your hand into my testicles." He told me that he had to do it that way and that he was doing his job. I told him that I have a huge body of experience with pat downs and that no one else had ever applied such force to my testicles in any other airport. He argued with me
2013 8:12:5 and I asked for a supervisor.

When LTSO (b)(6) came over, I explained what had happened and she told me that TSO (b)(6) had been qualified, passed a test and was therefore doing it correctly.
I said, please hear me, he may have passed a test but he is not doing this right. We went back and forth, with me asking to be treated with decency and respect, and LTSO (b)(telling me that TSO (b)(6) was doing it right. She never offered me an apology, or recognized that it may be possible that TSO (b)(6) did it wrong this time. TSO (b)(6) refused to complete the pat down, therefore eliminating the possibility of any direct observation. TSO (b)(6) was hostile, and LTSO (b)(6 was in total denial of my experience and refused to offer even the least of respect to what I was saying. She kept insisting that TSO (b)(6) had been approved and therefore was infallible.

At that point, LTSO (b)(6) boss appeared. He actually listened to me, apologized for the experience I had and asked how he could help. He also supervised the individual who eventually came over, restarted and finally finished my pat down.

Staff are not machines, and there has to be a way to accommodate feedback and adjust. To insist that because someone took a test and passed that they will always do their job perfectly or the right way is to deny that humans make mistakes. It also invalidates and disrespects each persons experience.

Please let me know what recourse I have and please tell me that I will not have to endure someone slamming his hand into my testicles again, nor a supervisor denying my experience, and finally a complete refusal to take feedback or accountability for action.

Regards and respect,
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/29/2013 1:19:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2013 2:07:0 Comment : Please restore at least one body scanner to the Atlanta airport Pre-Check area, in addition to the metal detectors now there.

Often, I am Pre-Check eligible and use that area when I depart from ATL (almost every week). But because I have an artificial knee, I must have a pat down when my implant raises the detectors' alarm.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller traveled to New York back to Florida and then to California to visit his children a year ago it dawned on him that he has a defibrillator. The caller cannot go through the metal detector and has to have a patdown. The caller states that no one ever looks at his defibrillator cards or swabs his defibrillator to see if there is any explosive material and it bothers him that no one ever swabs his defibrillator or his hands for GSR. The caller sent in an email about a year ago and received a thank you response and no one ever bothered to contact him regarding his complaint. The caller is concerned that someone will try to disguise a bomb as a defibrillator. The caller states he wants to be safe and wants other passanger to be safe as well.

2013 8:53:3 In addition to the patdown, TSA may use technology to test for traces of explosive material.

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.

Date: 3-30-2013
Time: 7:45a.m.
Airport ORD
Date/Time of Travel : 3-30-2013- 8:30a.m. Departure AA Flight 3757 Checkpoint area was Terminal 3 G security checkpoint

I am a frequent flyer and have been flying with American Eagle airlines for over 16 years and am pretty familiar with the screening process and my responsibility as a traveler as well as an employee.

After clearing the metal detectors I stood there patiently waiting for my luggage come thru, I noticed that there were multiple bins piling up so in order to access my bag I pulled one of the bins aside and handed it to an agent so he can store the bin where it belonged.

2013 4:50:(After doing so, one of your agents by the name o(b)(6) approached me and informed me that "I needed to put the bin back where it belonged and that it was not TSA's responsibility to pick up after crew members". In the meantime my luggage was still being screened. I informed (b)(6) that those were not my bins and that someone needed to pick them because it is not my responsibility to clean up after the flying public and that was part of her job. (b)(6) continued to argue with me as I waited for my luggage to clear. Not only did (b)(6) accuse me of not picking up after myself she told me that I needed to "get out of her face" and shoo'd me off as if I were a dog with her hand. I then turned to a supervisor for assistance where he was able to intervene. At this point i asked where I could file a complaint and he handed me a yellow card and encouraged me to write up my experience up and the supervisor filled in her name. The unprofessionalism that (b)(6) proved this day is what gives the Transportation Safety Administration a bad reputation.

Sincerely,
(b)(6)

Sent from my iPhone

To whom it may concern,

On March 26th, 2013 at approximately 9:30 AM my wife, grandchild, and I checked in for flight Southwest 295 to Chicago, IL.at 8:30. We arrived at the security check point and I informed the TSA agent that I had a hip replacement and needed to be "hands-on" checked, I also told him that my wife had a deep brain stimulator and she could not go through the metal detector machine. At this time he told me go on through. When I was on the other side of the machine I heard him bark at my wife "Come on lady you're holding up the line" She told him again, "I can't go through that machine because of my deep brain stimulator". The TSA agent again barked the command "There's a line behind you; we are very busy so move on" (b)(6) (my wife) got flustered and went on through. The metal detector made her stimulator dysfunction, which made her body shake and she then had to take medicine (clonazapam) quite often the rest of the trip which made her groggy and sleepy so she could not enjoy the trip.

My granddaughter and my wife went to the customer service counter and there were no TSA agents there. They talked to a Southwest airline pilot and a flight attendant who found the TSA agent. The TSA manager talked to us, said they checked the video and the rude agent was pulled from his duty. In our opinion the TSA agent was rude, negligent and irresponsible. I have been instructed to send you this letter and request some sort of compensation. If compensation is given each time an incident like this occurs the TSA agents will be more diligent and compassionate to the handicapped passengers and receive better trained making incidents like this less likely.

2013 4:57:(My wife now has to have surgery to replace the battery to the deep brain stimulator on Monday, April 1, 2013.

Sincerely,

(b)(6)

Nevada, Iowa 50201
(b)(6)

Today I had the worst experience with a TSA employee. So bad was the encounter, I hope TSA will have the integrity to follow up with this complaint and reprimand the employee.

My family of six were returning from a spring break cruise.

On March 31, 2013, between the hours of 10 am-12:30 noon, we were passing through security check point C of the IAH airport preparing to fly out on United 4212 near gate B. Unfortunately I forgot the name of the TSA employee. I should have written her name down, but I was so much shock by her bad behavior and that no other TSA worker stepped in to help this angry employee. However, after talking to other female TSA workers near gate B where our flight gate was, it was recommended I should write a complaint against her. Some TSA ladies walking past security gate B gave me this email. THey also said they had heard of this poor employee. Apparently she has a reputation of bad manners.

I can describe her. Black American bleached red hair or a wig, about 5'5", heavier side, about 56-65 years old. She wore glasses. I reported to the TSA supervisor at security C, but I really wonder if anything was done about it.

The incident occurred as following:

As my family was placing items on the x-ray belt through security at gate C,this TSA worker was very rough and loud. My husband passed through, then my two older teen boys. As my two younger children, 10 yrs. and 11 years. began taking off their shoes(as this is done at every airport we have been through and they saw their older siblings taking off their shoes) the TSA lady began sarcastically yelling at my children. "Why are you taking off your shoes, you are slowing the line down!" My
013 10:00:3 daughter confused asked, "what do you want us to do?"

I watched in shock as she gruffly yelled "you are slowing the line" The TSA lady yelled at her and told her not to take off her shoes in a bullying and sarcastic manner, then she told my daughter to move out of the line because she was slowing everyone down(which she was not, as I was behind her, and we were not slowing the line down, and should not be expected to run through it either!. WE are not cattle but travelers who should be allowed to pass through security in a respectable manner) Then the TSA lady began yelling at my 10 year old son, and told him to move out of the line and stand off. I was in complete shock. WHy was she not sending them through the metal detector with my husband other two sons? WHy was she separating my children from my family? Why the yelling and rudeness?

As I approached, she was very abrupt with me as well. I slopped just before passing the x-ray machine. She again became very abrupt and pushy, telling me to pass through, therefore leaving my two young children behind. I did not pass but asked why she pulled my children aside as they are minors I would not leave them. She sarcastically said, "well you would have already been through if you would not talk." I told her I would not pass through without my children going first, as by this point I felt the need to protect my kids from this harassment. My children at this point were scared. THey are good kids and were trying to cooperate, but this lady was rough and very rude. I told her she needs to find some manners and use them.THen I passed through the detector with my children.

There was no excuse for this bad behavior, and so unnecessary and inappropriate. THis harassment is not to be tolerated. Her emotional maturity lacks for the job. It is quite evident her behavior lacked the intelligence to function effectively in her job. THe lady was nasty in her demeanor. Her job is to assist where needed. She should be helpful, and be of service. She obviously has forgotten we are the travelers and make her job possible. This TSA female employee should not be allowed to work for TSA if she can not change her behavior. She needs more training at her expense not with my tax dollars!!!! There is never a need to yell at passengers who are cooperating and just trying to pass security. Her harassing behavior should be dealt with. I am a tax payer and the traveler! Her job is predicated upon my taxes and my ability to travel. This lady is unfit for her job.

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.

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.

!013 3:27:4 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.

Good Afternoon -

I am writing to you out of frustration for my latest TSA experience. Our family just returned from a trip to Hawaii and our bags were chosen (like they are on every single trip we have ever taken) to be searched. I am perfectly fine with the search as we have nothing to hide. However, I am not fine with my luggage having intentional knife cuts through it and contents destroyed for no reason. Bottle that were closed and in bags were open and the bags cut open, clothing and souveniers were missing. What was returned to the bag was stuffed in as a giant wadded heap. The bag was then only partially re-zipped. All together the TSA inspection cost me at least $400 in stolen and ruined items.

I'm curious as to why this behavior is allowed to continue. I understand searching bags for safety reasons but to intentionally and blatently destroy items is unacceptable.

I figure I am wasting my time but is there any way to be compenstated for the damages? We always seem to have an item or two show up missing but this one is ridiculous. My daughter's bag looked like someone had walked all over it and it's contents was also returned in a wad - but nothing missing.

!013 6:12:3 There has to be a better way to screen. Until then, we will no longer be checking any luggage. I travel a lot and I don't expect miracles but I do expect common courtesy and respect of my person and belongings.

My second concern is the treatment of people who have medical implants and are unable to go through the metal detectors. I have a pacemaker and carry my card. I was treated like a criminal because I couldn't walk through the standard detector. It's not ok for the TSAs to roll their eyes and accuse me of lying and then continue to be hateful to my family. I am in my early 40's and I know it's young for a pacemaker but for heaven's sake, I always have the card out and ready.

A lesson in manners is more than in order for 95% of the TSAs we came into contact with between St Louis and Maui.

Sincerely,

(b)(6)

The caller had an accident years ago, and has to wear a shoe lift and brace. However, he always has to remove the items, and wanted to know if there was a way to keep them on.

Advised Caller:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

013 10:40:0

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.

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

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.

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.

013 11:48:0 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
TSA-33
Caller is wanting information on going through screening at CVG and what the numbers are that are listed above the WTMD. She has worked with the CVG airport and has recently had to be patted down and wants to know if it was becuase of the numbers becuase she does not like the way things are done for airport employees.

013 12:08:4 CCR informed her:
When going through screening if anything alarms the WTMD or any device then the individual is subjected to a patdown. We do not have information on the numbers above the WTMD and how that screening process is run at that airport since we are not located there directly. It would be best for her to contact the airport directly to get assistance as to what those numbers are specifically used for.

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.

!013 1:25:2 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.

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From (b)(6)
Sent: Tuesday, April 02, 2013 10:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: LAS screening process

Attention TSA customer service:

I received a very invasive TSA screening at the Las Vegas airport on 2 Apr 13 at approximately 8:55 a.m. I was on Delta flight #590 on my way to gate D 40. This "pat down" was not a typical pat down. Not being able to send the stroller through the screening machine prompted this entire event. I was unable to get my stroller through the conveyor belt because it was too big. The TSA agent then checked it visually and by hand. During his physical inpsection the stroller set off his alarm. He told me he had to check me and my bags because this happened even though my bags had already been screened through the machine. I told the agent that I purchased the stroller while on vacation and that it was only two days old. I also told them I am in the military and that I travel all the time. I had never had any issues while traveling. All of this occurred after I had already gone through the metal detector machine removed my shoes and was cleared. I was traveling with my wife and three children.

!013 8:13:3

The agent asked me if I had undergone this type of search and I said no. He then tried to explain the search procedure. The agent started the search by making remove my shoes a second time. He then began the search and touched my genitals during this process. After performing one "pat down" he conducted another one (that really felt like a rub down). He touched my genitals a second time while running an opened hand between my legs, upper thigh, and scrotum regions on 4 occasions. It felt like his thumbs were touching my genital areas/region each time. He also touched my chest twice rubbing his hand up and down my chest and abdominal region.

At this point I felt violated beyond belief and was not quite sure what I should do. I thought I should request a supervisor; however I did not and cooperated with this very grueling and invasive ordeal trying not to draw more embarrassment to myself than was already apparent. The search appeared to have turned into something else (possible groping or something). It did not feel like your typical pat down. I also have 15 years of law enforcement experience/military training and have never received or performed a search in that manner. I fly frequently and have flown all around the world both for protecting our country and leisure. I usually don't complain, but I would be doing a disservice if I did not report this incident.

I immediately reported this situation to the TSA supervisor (b)(6) at the check point. I explained to him that if the search is going to be so invasive and it is protocol that he should provide travelers with the option of a private room or curtain/search. (b)(6) mentioned that a private areas was available; however it was not offered to me. He then handed me a TSA contact information card to file a complaint. I called the 800 to report this incident when I arrived at gate 40 D.

Her bag was searched and she has a box of snack bars missing and she had 2 character fountain pens she purchased at Disney and those were broken and a cap from one of them was missing.
Her bag was also torn. The TSA lock was only put back through one hole so that left her bag unlocked.

The NOI had: (b)(6) 11:50 AM

She stated she needs to tell someone that everytime she flys she is searched. She is an American and only been out of the country once since 1956.

I asked if it is her person or her bag.

She stated it is her person that is searched.

She has a knee implant and has a card from her doctor.
She stated people who are foreign looking go right on through.

She stated in Nashville the first time she few she went into that round thing and was able to screen her with it.
:013 8:54:0 She said the FLL did not have that.

Told her that would have been the AIT.
We try to resolve the screening using it when a passenger is able to stand with their arms above their head for 5-7 seconds.
We are not always able to resolve it and the passenger still needs the patdown.
Although she has the card from her doctor we still must resolve her screening and everyone must be screened.
I explained that it is not because she looks suspicious, just that she sets off the metal detector.

She stated she just had to talk to someone about it.

Told her I am sorry her items were missing and I will send to her a claim form and cover letter via email.
We will also report her complaint to the Customer Support Manager at FLL.

She asked what about the bag.
Told her she might want to also report the bag damage to the airline as we only have the bags a short period of time and depending on the damage it could have happened with them.
She may file a claim since she had the NOI.

To whom it may concern

I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until
:013 9:59:2 you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To Whom It May Concern,

I am a 73-year-old lady and a citizen of the United States who travels alone by air to visit family and friends living within the country. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O'Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident. The officers in Detroit were very polite and friendly.

I expected a similar routine when I returned to Detroit from Chicago on Monday, April 1st but that was not to happen. The TSA officers in Chicago disregarded my explanation and request for metal detector screening; instead, they forced me into an extensive pat-down in front of other passengers! It is my understanding that a passenger has a right to privacy screening during extensive pat-downs—although I requested this, I was denied that option and the officers were very rude in their treatment of me. I was not taken aside but rather subjected to a full pat-down by a lone female office; asked to lift my shirt/top while she felt my breasts and down my slacks in directly front of other passengers!

013 12:04:5

Throughout this pat-down, I tried to ask why I was denied the right to walk through the metal detector and was told that was not an option because O'Hare was a "different type of airport". This appeared to me a blatant lie since I saw others go through the metal detector and I was not in the international terminal. While I was undergoing this pat-down, I also saw other female passengers who after going through the AIT screeners, were pulled from the screening lines and subjected to hand screening detectors for no apparent reason other than because of their Muslim dress.

Overall this was a very humbling experience. I totally understand the purpose of airport screening and in general accept the responsibility of the TSA towards our safety. However, I do not understand why any passenger should be subjected to a lack of sensitivity for his/her humanity. I have examined the TSA website and the procedures described there for passenger screening do not in any way reflect what I personally saw and experienced in Chicago on Monday. I will be reporting this to my state senators Debbie Stabenow and Levin.

If I was younger and less vulnerable, I would choose to drive to my destinations but that is no longer an option for me. There was a time in this country when the elderly were treated with respect; I can see that is not the rule among your officers or employees. I would suggest that the officers in Chicago are long overdue on sensitivity training.

Sincerely,

(b)(6)

W. Bloomfield, MI 48324

Regarding Security Screening

O'Hare Airport, Chicago IL

Date: Monday, April 1st.

Time: 1230-1245 pm

Airlines: Delta FL 1908 Boarding from gate E 15

!013 2:05:0 To Whom It May Concern,

I am a 73-year-old lady and a American citizen who travels alone by air to visit family and friends within the United States. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

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Dear TSA,

About five minutes ago I checked in at the Charlottesville airport. After going through the metal detector the agent at that apparatus heard a beep as I went through. He let me know that the beep indicated that I had been randomly selected for some additional security check. Just a parenthetical note: I never mind being checked! A female agent asked which bags belonged to me and I indicated which were mine. She then picked up my things which included a sports coat and began to take them to an examination area. The coat was the problem. She put the soles of my shoes right on top of my newly cleaned, going to a business meeting blue blazer! Then to compound her error, when I asked her not to put the shoes on the coat, she treated me like I had asked for something beyond her comprehension.

I don't usually complain and I know air travel is much more like traveling on a bus than it used to be. But, putting dirty shoe soles on a dress coat and then treating me disrespectfully, when I had treated everyone in the line with respect, is
!013 2:05:1 unacceptable. I hope that you can include care of travelers belongings in your training.

Sincerely,

(b)(6)

Harrisonburg, VA 22802

Sent from my iPad

My wife and I recently cleared Global Entry, received our cards, and I had high hopes of taking advantage of one of the Global Entry benefits at US Airports, that of TSA Pre. Pre was recently initiated at Austin's airport (AUS) and I was looking forward to using it on March 26th as I began a week of travel. My high hopes and anticipation turned very dark during my Pre experience.

As I cleared the initial TSA screening, I was directed to the Pre line. Great. I thought, no removing of shoes, belt, light jacket, laptops, etc. I would whiz through with my Global Entry clearance providing the pathway. A $100 well spent. I thought.....

As I entered, I noticed the body scanner that was positioned at the Pre checkpoint had been removed and replaced with a metal detector. This was my first hint of trouble – I have a total knee replacement. As I walked through the metal scanner, my steel knee set off the alarm and this is where the delay started.

!013 5:58:5

I was patted down, asked to remove all the items of clothing I was hoping Pre would allow me to wear, and even forced to be rubbed with the little cloths to detect chemical residue. It was a horrible experience, nothing easy or quick and a bit lengthy compared to the "normal" check using body scanners and removing all items required.

As I left the security area, I spoke with a TSA manager, explained my experience to him, and asked him if he thought any of my experience made sense as a frequent traveler that had qualified for a Global Entry card. He laughed and agreed it may not make any sense...

As I returned to Austin from my week's travel, I spoke with a TSA agent guarding the "exit" area and reviewed my experience with him. He informed me that the Metal detectors were preferred by 2/3 of the traveling public and suggested I use the common traveler (non-Pre) line when traveling. Not the suggestion I was hoping for after qualifying and paying for Global Entry, only to find the experience more painful than not using the Pre check line.

I feel duped.
I signed up for global entry and pre check for many reasons, mostly for two.
I travel more than 80 days a year nationally and internationally AND I had a congenital problem that caused me to need both hips replaced. The ability to move through security easily was a major plus for me and for all the other travelers and for the agents as they could avoid a pat down that is not enjoyable by either party.
Recently in Chicago and BWI the pre check line no longer utilize a modern scanner but an old fashion metal detector, so once again I set these off and get patted down.

I am a physician who travels to teach others how to improve the care they provide and to provide that care in a safer manner. I am about as a low a risk to anyone as anyone can get. I went through the application process and sat for a face to face interview only within the last 6 months. Both airports had the precheck line using a modern scanner until very recently.

!013 5:59:0

I could see being wanted to confirm that the medical card I carry is correct if the scanner can not return, but at present the approach used discriminates against folks with artificial joints and hardware. A simple fix is to return to the modern scanners that clearly are better devices than metal detectors.
I look forward to your response.

Sent from my iPad

A. Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened."

So it goes as above.

And so I did what was required for my 6-month-old daughter's medication - prescription Prilosec to prevent choking episodes from severe reflux.

I traveled with my 6-month old daughter on April 1, 2013, returning home after a family visit, (U.S. Airways Flight 304, Phoenix to Charlotte, Gate A23, 9:29 a.m. boarding time; departure 9:59 a.m., connection in Charlotte for final destination, Fort Myers).

I followed all the instructions required to fold the stroller, infant seat and car base and place all my carry-on, shoes, and required articles on the belt to be screened. I held baby in my arms, went through metal detector and was told to step aside so that TSA could "screen" and/or "test" baby food and medication from my carry-on. Baby food consisted of an unopened, original container of 2-ounce Gerber baby food and prescribed medication for my daughter Ava, Prilosec liquid and dispenser, given to prevent a choking condition from severe reflux. (Carry-on had diapers and other travel necessities for a baby.)

:013 5:59:0

With baby still in arms, no one to help with stroller, my articles, etc., I was taken aside as TSA "examined/looked" at baby food and medication, and then DUMPED things back into carry-on. I returned to security belt to gather the rest of my belongings.

I proceeded to my departure Gate A 23) quite a long distance away. As my flight was about to board, I heard the PA system paging (b)(6) to return to security. I knew it had to be for the medication because that was the only thing with my daugther's name on it.

Security was quite a long distance away, and I would never be able to get to security and back in time for my flight. I asked the U.S. Airways worker at the gate if she could call security and possibly send someone to bring the medicine to us. I was told quite matter-of- fact to "forget about it." The reason? Because of worker cutbacks.

Those motorized vehicles scoot back and forth all day and night, gate to gate, transporting people, pets, and sometimes nothing, and NO ONE could bring a prescription medication to a passenger when THEY made the mistake of not putting the medication back into its proper place. The food went back in the bag. The meds did not.

Security is a necessity of course and I'm always willing to comply. I understand the need for examination, but after having made that mistake of keeping the medication, something should have been done to get that medication to my baby.

They offered to mail it. That medication has to be refrigerated. It was traveling in a special container. Because of the time change from Arizona to Florida, I had to call the gastroenterologist to refill the meds in Florida to be picked up the next day. This prescription cannot be filled anywhere but by a compound pharmacy. The cost of this prescription is $58 – a whole bottle gone, a new one having to be filled at another $58, and all because "no one was available to drive that little cart" to bring the

From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:20:22 PM
Subject: Attention: (b)(6)

From (b)(6)
To: contactcenter@DHS.gov
!013 2:12:5 Sent: Thursday, April 4, 2013 12:19:13 PM
Subject: (b)(6)

On April 2, 2013 I travelled on Jetblue Flight 201 from JFK Airport to FLL Airport. Going through Security I declined to go thru the x-ray machine. I was subjected to a body pat down. Two men at the same time were told they could go through the metal detector and were not patted down. When I protested this, I was told it could be done at their discretion. Just a week before I travelled from FLL Airport, I was subject to a pat down also when I refused the machine - even though a lady before me walked only through the metal detector, no pat down. But at least that pat down was done professionally, politely and I did not feel violated.

(b)(6) used her POWER to abuse me, humiliate me. She ordered me around like I was a criminal. She then proceeded to pat me down very roughly, two and three times over the same areas - inside the waist of my jeans, inside the top of my blouse and especially rude, rough, disgusting was the way she patted me down in the groin three times. When I told her that I had a patdown before and it was not done 2 to 3 times in the same place, she just gave me a look. When she was finished she ordered me to stand and wait for two minutes. Then she returned and said I could go. I AM NOT A CRIMINAL - I WAS A PASSENGER AT THE AIRPORT.

If you're supposed to be straightforward, transparent, and benevolent, why do you lie to the public? One group (first class, business, etc...) gets to go through a simple metal detector while the rest of us get no option, go through invasive pat down or get irradiated, have a uneducated moron telling you they're in charge, and have freedom of unreasonable search removed. We live in a free country and groups like yours are the real terrorists, bent on herding people like cattle. Most of them won't stand up to you, I and my fellow patriotic Americans will.

!013 6:18:1

(b)(6)

My wife and i just recently traveled back to Alaska from Valparaiso, FL after a family funeral. While going through TSA check point we observed a lady with two kids, both over twelve, i only kmow this because they were asked and gave their ages, go through the older style walk through metal detector. After going through the boy was patted down modified style but the mom just stood there and then all three went on their way. My wife, who is 12 wks pregnant opted to go through this way as well. She on the other hand was pulled aside, her bags rechecked after going through the x-ray machine, and then also given a thorough pat down. I asked the TSA supervisor at the security check why my wife is having to go through all this when the lady right in front of us just stood there without having anything done. The lady told me "she is special because she is an employee", i then asked why she is above the same security that everyone else has to go through even if she is traveling and the reply
!013 6:18:3 i got was "it's TSA's SOP for employees to not have to go through a full security check". I could understand if the lady was working at the time in the airport, but she had carry-ons , tickets and kids. If someone could please explain why TSA feels that both their employees and airport employees are above the same laws that pertain to the rest of the public who pay their salaries then please let me know.

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/4/2013 4:07:28 PM Airport : LGA - LaGuardia Date/Time of Travel : 04/04/2013 3:45 PM Airline & Flight Number : AC719 Checkpoint/Area of Airport : CTB checkpoint A TSA Employee: (If Known) :
Comment : I traveled through checkpoint A at the CTB and encountered a number of difficulties at the checkpoint:

-- As I have noted in a prior "Talk to TSA" submission that has not been responded to, the TSO at the TDC podium asked me to state my full name. TSA has no statutory authority to make this request, and should cease immediately.
-- The lines at the MMW machine were too long, causing a backup in which bags were being processed through the x-ray machine faster than passengers were being screened. This meant that passengers were out of sight of their baggage for a significant amount of time. I declined to push my belongings into the x-ray until I can be certain that I could see them on the other side. When I did, the female TSO monitoring the lines behaved extremely aggressively, physically grabbing my belongings and attempting to shove them into the x-ray machine. She was not wearing gloves, and did this without my permission. I requested to speak to a supervisor, who did nothing to address this. This behavior was not acceptable; since the line
!013 6:18:5 at the MMW was too long, passengers should have been sent through the WTMD so they could see their belongings. This is particularly important, since as the TSA website indicates, I should "ALWAYS watch your belongings as they advance through the x-ray equipment at the security checkpoints". TSA failed miserably.
-- I opted-out of the MMW to ensure I could see my belongings. When I did so, the TSO manning the checkpoint placed 2 personal-belongings bins upside down in front of my belongings. This triggered a bag search, which was retaliatory for my opt-out.

TSA should address these issues and discipline all employees involved. I look forward to your response.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 4/4/2013 3:59:27 PM
Airport : DEN - Denver International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
!013 6:19:0 TSA Employee: (If Known) :
Comment : Subjecting TSA pre-check fliers to random full security line screenings eliminates one of the biggest benefits of having pre-check in the first place. If I don't know when I'm going to be randomly screened, I still have to leave for the airport just as early as anyone else. I can't imagine full security line screening offers a huge benefit in terms of extra security, as I still have to go through a metal detector and have my baggage screened. Please consider changing this policy. 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

I am (b)(6) a flight attendant for AirTran airways. I have written to you before concerning an incident regarding an item that was taken from me during screening. Today when going through Atlanta security at about 5:50 pm an incident occurred with your tsa Atlanta supervisor (b)(6). He was upset because I removed my insulin pump to be hand checked because I have been told by the makers of my pump to not allow it to be exposed to ex-ray or the metal detector. (b)(6) wanted to tell me it was not procedure to hand check an insulin pump and that next time I should not remove it and he would do it as a curtsey. I tried to explain that it was my right to chose how I wanted to have my pump screened an he became
!013 8:10:0 argumentative with me. Lastly, I went to the TSA web site on my cell phone and tried to have him read your public policy stating that my device can be " screened by x-ray or hand." (b)(6) refused to read the TSA information on the website and stated he knew the policy and did not need to read it. I did not like the way I was treated an I vow to continue to report these incidents every time they happen as it has become often with other TSA officers. Your attention to this matter is greatly appreciated and I would like to know how this issue is addressed and resolved. (b)(6) or (b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/5/2013 1:43:07 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 03/28/2013 2:00 PM Airline & Flight Number : Allegiant, 660 Checkpoint/Area of Airport : at podium (checkpoint), where boarding passes and ID's are checked, prior to metal detectors.
TSA Employee: (If Known) : White male TSA agent, mid 30s to mid 40s, approximately 175lbs (average build), 5'8-5'10, reddish br
Comment : This incident occurred at the Sanford/Orlando airport, in Sanford, FL on Thursday, March 28, 2013. We were flying Allegiant Air from Sanford, FL (SFB) to Belleville, IL (BLV) flight 660, departing at 1535 hours. At about 1400 hours my daughter and I were waiting in line at the Security checkpoint. Upon arriving to the podium, where ID's and boarding passes are checked, just prior to the metal detectors, I gave my and my daughters ID along with our boarding passes to the agent. The agent reviewed the ID cards and boarding passes then asked my daughter what her name was. Due to my five year old daughter speaking in a lower voice, the agent asked her what her name was multiple times. I then clearly stated her "full first name is (b)(6) ", but her nickname or short name was "(b)(". The agent then asked me either "What drugs were you on when you decided that name?" or "What drugs were you on when you came
!013 2:10:4 up with that name?". I promptly explained to the agent, "the name was Filipino", it was "my aunts name" and it stood for "the three major islands in the Philippines; (b)(6) or (b)(6) for Mindanao." The agent then responded, "Thank you for the geography lesson" and "You learn something every day". Both the agent and male passenger/customer behind me chuckled as my daughter and I proceeded on.

Clearly, I understand my daughters name is not a common name here in the United States and that she and I will be questioned on occasion and teased. But I do not feel it is professional, for an agent to ask me, in front of my daughter, "what drugs was I on?" when coming up with her name. It is rude to me, disrespectful to my daughter and embarrassing as everyone in line behind and around me could hear the comments and conversation. I am a fairly easy going, light hearted and understanding person. It would be one thing if the agent chuckled or stated thats an uncommon, weird, strange or even confusing name, but to ask me what drugs I was on... Unfortunate.
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

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
---
Remote Client IP: (b)(6)
Date Time: 4/5/2013 10:44:19 PM

!013 9:08:2 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 incident) and were unattended on the other side. The employee was very rude and purposely made me wait 10 minutes while at least 50 other passengers went through metal detector and AIT and 5 went through pat down ahead of me. Since I was

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Western Springs, IL 60558

Email: HYPERLINK (b)(6)

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

including the name of the air carrier, if this occurred at an airport.

!013 3:07:0 I was flying out of the Chicago O'Hare airport to La Guardia on American Airlines on March 26,

2013. The incident occurred when I was heading through security at the O'Hare airport. I had

placed all of my belongings into bins and pushed them down the belt to be scanned. I did not

want to go through the full-body scan so I was waiting near the metal detector to speak with a

TSA agent about going through that instead. The TSA agent was helping some parents with

small children through the metal detector and didn't acknowledge me. I thought he may have

just missed me, but it became apparent that he was purposefully ignoring me. I said "sir"

several times and he continued to ignore me. Finally I told him that I was pregnant (which I

didn't feel like I needed to disclose) and he told me that I was not allowed to go through the

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/6/2013 2:59:34 PM
Airport : SYR - Syracuse-Hancock International Date/Time of Travel : 04/05/2013 4:45 AM Airline & Flight Number : Delta 6195 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :
Comment : I recently had a total metal hip plant done. I have travels well over 30 times a year for the past 20 years until last year due to the surgery. This was my first time trough screening that did not have Imaging. I have gone thru other metal detectors before my hip and if I set it off I was never patted down the way I was on Friday. If I would have touch someone in the areas I was touch I would have been arrested and put in jail.
He touch me a total of (5) times on either my testicles or penis. He touched and hit my testicles once hard enough that it hurt. He would four times twice on each leg he would start his hands just above my knees and quickly move them up my leg (less than a second) until his hands could go no farther and ended up hitting my testicles. The last time he put his hand just under where my belt buckle would have been and ran it straight down pushing hard enough that he would have known he touch my penis.
!013 6:09:5 This is in my book as close as you can get to rape without calling rape. I never felt so humiliated and disgusted in my whole life as I felt going thru this in my book grounds for an arrest. Then as they were going thru all of my luggage they made a big deal about why I was packing an electric shaver in my luggage, well lets see I am a man with no beard and I shave daily. I am a well groomed and dressed business man that travels a lot. I have to fly back to Syracuse next week on business but this time I am flying into Syracuse but flying out of a different airport.
If I knew a phone number to call or a person to talk to I would file a complaint about the total mistreatment I was put through.
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

Information Request: He is traveling from Fort Lauderdale on April 15th at 7 pm and would like to know how to make it easier. He asked if a doctor note would help.

Response Details: I told the caller that 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.

I told him that a doctor note is not required but he may present it if he wants to.

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.

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.
!013 1:24:3 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, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
A passenger may ask for a chair if he or she needs to sit down.
The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I told him to make the TSO aware of the bandages and any pain he may have. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages.

I 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.

Dear TSA,
I just had the worst experience waiting for an opt out that I've had in 4 years of frequent travel. I requested a female assist and waited more than 10 minutes for assistance. In that time, I was caught in the other streams of people going by. They bumped me several times. I also couldn't see my bags where I had a work laptop sitting. It is corporate policy not to allow our laptops out of sight, which I was unable to comply with for 10 minutes. It would have taken that long for me to realize someone had taken or damaged it.

This incident happened at 15:35 pm today, April 7 in Terminal 1 at JFK. Afterward I spoke to Supervisor (b)(6) I was frustrated to see many women staffed but all in positions unable to offer a female assist. When the person manning my lane was replaced by a woman (so she also couldn't offer a female assist) I didn't understand. When it still took another 5 minutes, I was quite frustrated as you might imagine. I have the utmost sympathy for how many pressures the TSA copes with, especially in an airport as busy as JFK's international terminal. But I have a few suggestions:

- it remains unclear when someone calls out for a female assist that someone even heard them. Like any good restaurant kitchen, it would be great if the practice was to call back that the request was heard.
!013 4:57:2 - waiting space: is there a way to create spots to stand in that aren't directly in line with traffic? Getting repeatedly pushed and prodded from behind is uncomfortable. These should allow you to watch your bags.
- is there a way to better optimize female staffing so that there is better support on the floor? I could see at least 4 around me. Why couldn't one be replaced?

Finally, I know airline employees and children don't have to go through the crazy machine. Why should a pregnant woman not be able to opt out for the metal detector. Aren't children in the womb just as vulnerable? To be fair, I'm not showing yet, but I do have strong justification for avoiding that machine right now. I also fly 2-3 times month (that's 4-6 screenings) and am on the TSA pre-check list. Shouldn't that also allow people to avoid frequent exposure to that machine, whether or not they're pregnant.

There was only one other time I've experienced nearly as long a wait (also in JFK but different terminal) and then the only spare woman was on break. People shouldn't be punished merely because they have personal concerns with the machinery. And it is not fair and equitable treatment to be a woman required to wait extra. I hope you will consider these concerns seriously. I admire what the TSA does but don't think this experience is in line with your standards for service to the American people.

Best,
(b)(6)

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.

!013 4:57:4 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) :
!013 8:05:0 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

I was a passenger flying to puerto rico on april 7 and had a stop in miami. At approx. 615 to 640 am I went through screening after having a cigarrete. I informed tsa agent I have a medical device in my back and could not go through metal detectors. I also produced a medical card verifying this.while waiting for a male agent to pat me down I was approached by an agent who said I had to go through scan machine. I told him I couldnt due to medical device.i was rudely told if I didnt go through machine I would be refused to continue my trip. I was forced to go through machine. I tried to get agents name.none of your agents wanted to help me. My back has been in terrible pain since this incident. I have notified my doctor and will be seeking
013 10:01:1 care. Please contact me to try and resolve this in a professional manner. You can review video and see me standing waiting for pat down and being escorted to scanner. My contact numer is (b)(6) Please contact me as soon as possible or I will be made to pursue this further in another fashion. Thank you.
(b)(6)

From my Android phone on T-Mobile. The first nationwide 4G network.
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.

!013 3:10:5 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.

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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.

I apologized for the experience and explained that:

013 5:39:3

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.

Caller states that he just got a message from Zac at the TCC in regard to an email he sent earlier to complain about a screening experience. Caller states that he flew from SFO to PR departing on the evening of the 6th and was in MIA for layover on 7th. Caller has a neural stimulator with copper wiring in his back and cannot go through the WTMD due to the device. Caller went out to have a smoke during his layover in MIA. Upon returning, while going through the opt out screening procedures, a TSO (b)(6) told him he had an attitude and was being hostile and said that if he didn t go through the WTMD he wouldn t be allowed to fly. The TSO asked if he had a pacemaker and caller told him no and explained his medical condition. Caller states that his back is swollen right now and he doesn t feel well. He is in PR but doctor is in CA and won t be able to get medical treatment until his return. Caller is very worried that going through the WTMD has damaged the wiring of his medical device. Caller states that he is100% disabled and has showed his card and gone through screening procedures properly at other airports. Caller was calm throughout the call, but obviously very upset about the incident. Caller would like corrective action to be taken, video surveillance to be reviewed, and to make sure that similar incidents do not occur again in the future. Caller would like to be contacted about the way the complaint is being handled.

Airport SFO-MIA-SJU
Airline American Airlines
013 5:53:0 Flight # 272- 639
Date Time 04 06 2013 10PM - 04 07 2013 740AM
Location 56 A - D6

Advised caller:

TSA monitors the complaints we receive to track trends and spot areas of concern that may require special attention. This 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 serious complaints. We very much regret that you have had this experience and will do all that we can to rectify the situation. Your complaint will be forwarded to the appropriate office for review.

From (b)(6)
Sent: Tuesday, April 09, 2013 9:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

(b)(6)

(b)(6)

(b)(6)

013 12:02:3

Alpharetta, GA, 30022

HYPERLINK "mailto (b)(6)

I am currently 31 weeks pregnant and had two completely different experiences when flying this weekend and would like to know what the formal process is for a pregnant person flying, because in my opinion, I was treated like a hostile passenger for refusing to go through the xray machine.

I left Atlanta on Friday April 5th, on my way to White Plains for my baby shower, I didn't have to explain to the TSA agents that I didn't want to go through the x-ray machine. As soon as I took off my jacket and they saw I was pregnant they directed me to the metal detector, no questions asked and I was on my way. On my flight back yesterday, April 8th, was a completely different experience.

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 paldown 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 paldown 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.

!013 9:10:0 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.

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:013 12:56: Caller wants to know if he has the right to optout of the WTMD.
Explained that he does and if he has difficulty to ask for a supervisor.

Recently 7 April 2013 I was traveling on a flight from Long Islands MacArthur airport in the town of Islip. As required I was preparing to go through the metal detector when I was told to go through the body scan which is optional so I declined. I showed my TSA card indicating I have metal implants in my knee and shoulder and would rather have a pat down like I have done on many occasions without incident. However, this time the TSA agent with the last name of (b)(6) who was providing the pat down was about as condescending as they come. His poor attitude and condescending way in which he spoke to me was totally unacceptable and I will not tolerate that type of treatment again.

2013 2:03:5 I would appreciate this individual be counseled on the way he deals with the public and to treat them with respect as I'm sure he demands it of them. My drill instructor in basic training didn't have the attitude (b)(6) had which is to say despicable.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/11/2013 12:15:00 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/07/2013 8:30 AM Airline & Flight Number : AA 1232 Checkpoint/Area of Airport : Precheck Lane TSA Employee: (If Known) :
Comment : As a NEXUS card holder and Trusted Traveler, I enjoy the benefit of expedited screening. However, I also have an implanted pacemaker/defibrillator in my chest, which prevents me from using a traditional metal detector. I gladly use the full-body wave scanners when available to avoid the time-consuming full-body pat down. At SeaTac, my home airport, most security checkpoints have at least one full-body scanner.

On the Precheck lane, however, there is only one detection device and it is the traditional metal detector. On my most recent trip - the first one where I was able to use the Precheck lane at SeaTac - I was forced to remove my shoes and then wait for a screener to come over for a full pat down. (This also caused everyone else to wait until they could clear me.)

2013 2:05:1 So the problem here is that my Trusted Traveler status actually made it more difficult for me to pass through security and subjected me to a full pat down, which I prefer to avoid if I can.

I wonder if it would be possible in the future for the agent who came over to give the pat down to simply escort me over to the wave scanner, wait the few second while I am scanned and cleared, and then escort me back to the Precheck lane to retrieve my bag. This would be faster than the pat down and residue check, and less invasive as well. If not, the Precheck lane and my Trusted Traveler status are almost useless to me.

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

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: 4/11/2013 2:20:27 PM

Name (b)(6)
Email: (b)(6)
2013 4:06:2 Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):USAir Express Monday April 8
SYR
Comments:I am a sixty + senior citizen that have metal joints in my hip. I cannot pass thru a metal detector. I currently hold active DoD, Department of Justice, Department of State, and DHS clearances. I have designed major communications systems for FAA in the past that have allowed me unlimited access to Centers such as Washington Center and TMAs such as DCA, JFK, and DFW. I currently hold a TS/SCI DoD clearance and have access to major Navy, Air Force and Army strategic facilities yet I cannot board a US commercial flight without being sexually abused. I was virtually undressed (had to remove my dress coat, belt, shoes, socks, etc.) in front of all passengers entering the security boarding area while the agent placed his hands inside my pants and intimately touched me all over my body. My concern is this happens every time I must fly into an airport that does not have proper scanning facilities (Syracuse NY this past Monday). I have access to all US Government buildings including the US Capitol (I have had USCP identification), US Commerce, Pentagon, and other secure facilities.
Is it possible to obtain TSA documentation that will provide me from relief of this embarrassment in the future? I hope that the answer is not that I have no choice but to submit to such behavior,"that is not even tolerated in our society", because of my age and implants.

-----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

!013 10:23: 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

What was the date and approximate time of the incident?
Why do i need my boarding pass out when i go through metal detector at baltimore, but nowhere else in the country? Lines are slow because rules keep changing. Tsa agents in louisville are super-friendly. Baltimore's are rude and arrogant (at least
2013 2:40:1 those I experienced). What are the rules? Define them and stick with them so we know what you want.

Dear Sir,
2013 6:26:0 I am writting to report a problem with TSA security on a recent trip from Las Vegas to Atlanta. (flight DL1490) on April 5 2013.
This is what happened. My stored bag was searched by TSA on this flight. In Las Vegas I won some money paid in quarters ($30 in coins) This probably caused an issue with my bag probably a metal detector scan. The bag was searched, though I was not informed of this search. This is when the money was stolen. (about $30 mostly in quarters) Also I am diabetic and had stored a blood glucose meter which the testing strips (drum roll) was removed and reinstalled backwards. I noticed this after returning home. When I arrived in Atlanta, I walked to baggage claim without delay less than 5 minutes and my bag was on the carousel. There is no way baggage handlers in Atlanta could have stolen my money.
Delta offered to pay the $30, but I refused as it was not Delta's fault. This in my opinion is an important issue as I consider it a breach of public trust. I hope you agree and take a serious look into it. (b)(6)

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.

2013 8:55:4 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.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 4/13/2013 12:11:44 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 04/12/2013 12:45 PM Airline & Flight Number : American flight 1370 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I just went thru the process of obtaining a Safe traveler Global Entry card. I understand that at small airports, there is no pre check line. However, I cannot understand why I could not just show the card and walk thru the metal detector instead of the screen. After all, a person with a pet can go thru the metal detector and not get patted down, yet I have had a background check, and have been fingerprinted and yet I get patted down at PSP because they don't have a pre check line. Ludicrous and non sensible. Please respond with an answer that will make sense to me.
2013 1:16:3
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/14/2013 7:27:08 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/14/2013 7:15 AM Airline & Flight Number : US 632 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : Utilizing the TSA Pre-Check line I had been waiting to get the OK to pass through the metal detector. When it was clear the TSA agent responded "All right young man." I am a 58 year old physician, and,while appreciating the fact that someone may think I still look young, I do not appreciate the condescending attitude of your agent addressing me in this manner. Thank you.
2013 7:59:1
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

My 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?

:013 11:56:

(b)(6)

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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

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
2013 2:07:4 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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Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/15/2013 12:35:57 PM Airport : HNL - Honolulu International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am 76 years old. I went on vacation for Portland OR to Hawaii March 2013.

At Portland, I kept my shoes and light jacket on and I just walk through a metal detector. No pad down. Done. That was great.

On the way back from Hawaii, I was harassed along the line by that I had to remove my shoes, and suit jacket. I was also force to have a pad down.
2013 2:08:4
I thought Hawaii is part of the US. American citizens are being treated as aliens. Who is in charge of TSA? You people need to get your act together and make sure all policies should be uniform.

We should keep in mind that all so-called terrorists are aliens NOT AMERICANS. STOP treating American citizens as terrorists.

WALTER CHIN
AN AMERICAN CITIZEN
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

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

Name: (b)(6)

Phone #:

Home: (b)(6)

Mailing Address: (b)(6) Reston VA 20194

Email: HYPERLINK (b)(6)

2013 9:08:3 What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I encountered officer (b)(6) at his post on my way to gate C42 on the evening of April 5th at around 7:45pm. He was manning the metal detector/security apparatus that passengers walk through. He needs some remedial training in being courteous (while at the same time authoritative) manner in providing instruction to passengers. His several hundred counterparts I have encountered, that are no doubt reflective of the tens of thousands at TSA that on a daily basis handle large number of passengers with a balance between politeness, efficiency, and assertiveness.

Officer (b)(6) represents is lacking on the politeness axis as he barks instructions like a Nazi Sargeant: he is/was not rude specifically to me, nor does it seem to me he is a rude person. But his instructional tone, with no use of the words please, sir, or maam do give that impression. This was how he acted with the passengers before me, me, and those behind me. Please have supervisor or you look out for this and see if there is a difference between how he handles passengers and others do. If he was having a bad day and decided to be rude, than enough said. But if this is what he is doing on a daily basis, than it needs to be corrected so we as passengers continue to respect authority.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

Security checkpoint around Gate C42 on April 5th between 7:45pm and 8:15pm

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.

!013 12:27: 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: (b)(6)
Email: (b)(6)

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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2013 1:02:(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: (b)(6)
Email: (b)(6)

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.

Cell: (b)(6)

Home: (b)(6)

Work: (b)(6)

Mailing Address: (b)(6) Reston VA 20194

Email: HYPERLINK (b)(6)

What happened?

2013 6:00:2

I encountered officer (b)(6) at his post on my way to gate C42 on the evening of April 5th at around 7:45pm. He was manning the metal detector/security apparatus that passengers walk through. He needs some remedial training in being courteous (while at the same time authoritative) manner in providing instruction to passengers. His several hundred counterparts I have encountered, that are no doubt reflective of the tens of thousands at TSA that on a daily basis handle large number of passengers with a balance between politeness, efficiency, and assertiveness.

Officer (b)(6) represents is lacking on the politeness axis as he barks instructions like a Nazi Sargeant: he is/was not rude specifically to me, nor does it seem to me he is a rude person. But his instructional tone, with no use of the words please, sir, or maam do give that impression. This was how he acted with the passengers before me, me, and those behind me. Please have supervisor or you look out for this and see if there is a difference between how he handles passengers and others do. If he was having a bad day and decided to be rude, than enough said. But if this is what he is doing on a daily basis, than it needs to be corrected so we as passengers continue to respect authority.

When/Where did this happen?

Boston Logan Airport, Security checkpoint around Gate C42 on April 5th between 7:45pm and 8:15pm

I am in my early 50's and have a severe hearing loss. While I use hearing aids, they are not effective in noisy environments with many voices and hard surfaces that reflect sound. Places like TSA security checkpoints at busy airports!

Consistently I get frustrated traveling through SeaTac, our local airport, when TSA agents give an instruction I cannot hear. I try to explain that I cannot hear them due to a hearing loss, and they simply repeat the instruction. I explain again that I cannot hear what they are saying, and again, they simply repeat the instruction. This is my experience on pretty much every trip through security at SeaTac.

On a recent trip, the lines seemed especially long and confusing. While I was waiting for my turn to approach the x-ray machines and metal detectors, I noticed a TSA agent who had apparently been assigned to walk up and down the lines approaching the x-ray machines and explain...something. I have no idea what. But judging by her gestures and "route" up and down the line, she was clearly giving an instruction to the approaching passengers. It occurred to me that a surprisingly large number of people in this country have a significant hearing loss. Furthermore, at an international gateway airport, many travelers could be non-English speaking. Many people in these groups would not understand the agents instructions.

So why are there not better signs and posters clearly illustrating the steps required to go through the security checkpoint? These could include numbered photos (or carefully illustrated posters) shown in sequence to show what items to remove, how to place shoes and coats in the bins, etc.

:013 12:00:

I have started to carry a button and card that explains I cannot hear in noisy situations, but at the TSA security checkpoint, I would have to remove the button (it's metal) and there is no way to give the card to every TSA agent involved in the process.

How does TSA recommend someone who is deaf or severely hard of hearing make their needs known to the security screeners?

Is TSA in need of assistance in making the security checkpoints more usable for people who are deaf or hard of hearing?

Thank you for considering these issues.

(b)(6)
Duvall, WA
HYPERLINK (b)(6)

Feedback Type : Compliment
Categories : Professionalism; Passengers With Disabilities Current Date/Time : 4/17/2013 12:14:43 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/16/2013 10:00 AM Airline & Flight Number : Delta 1772 (PHX to ATL)
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) (?) Comment : This TSA agent was unprofessional, unorganized, and very rude. This resulted in an extremely inefficient security checkpoint proceedings. She was excessivly loud, and rudely pointed her index finger at every traveller. Becuase of her unprofessional behavior there was a very long line through the metal detector. One specific action should be addressed. During this inefficient line for the metal detector she rudely directed that an elderly woman give up her walking cane to run it through the x-ray machine. Then she put two or three people through the metal detector prior to this elderly lady who after a few minutes was visibly uncomfortable with no place to sit and not having acces to
2013 1:58:1 her cane to lean upon. I understand the cane needs to be sent through the x-ray machine. But this should be managed gently and professionally so that the elderly lady can give up her cane and proceed directly through the medical detector, or through additional pat-down if necessary, without having to wait for several minutes without her cane or a place to sit.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I am an airline crew member with a valid airline ID. I was not in uniform, and I was going through C South Checkpoint at Houston Intercontinental Airport. I sent all my belongings through the x-ray machine, and at that time they closed the full-body scanner for "calibration" and sent me through the metal detector, and I did not set it off. After I cleared the metal detector, the TSA Supervisor, (b)(6) (that's the name he gave me whether it's right or not, I am not sure, but I believe his badge number was (b)(6)), came and confronted me and started harassing me for my ID. I asked politely why, and he kept asking for it. Finally, he asked if I was working a flight, and I informed him no, at which point he says I have to go through the full-body scanner. I exited the checkpoint and went through the full body scanner. After passing this check, I asked for his Badge Number. He gave me a post it note with his information and asked for my ID. He took my ID and proceeded to leave my sight to the back office. I was not allowed to go with, when he returned I demanded that I have to be in sight of my possessions at all times, and he laughed me off and gave me my ID back, and in his other hand he had made photo copies of my ID.
!013 10:02: This happened on 4/17/2013 at 17:43 at the C South Check Point at Houston Intercontinental Airport. I have also emailed the ACLU.

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

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.

I apologized to the caller for the experience of her passenger. I provided the caller the email address and the mailing address to file a written complaint.

Sent the D RFI to passenger.
I incorporated the flight info in the recent flight info and itinerary.

Incident Details: The callers friend is blind. She was traveling from San Diego on 4-10-2013 at the TSA checkpoint. The caller said her friend alarmed the WTMD because of her white cane. The passenger in question then was asked to have a patdown. The caller said during the patdown the TSO agent refused to allow the blind passenger to have her cane present. Also during the patdown the TSO explained the process but was very rough with the passenger and knocked her off balance. The caller then requested that the cane be returned and the passenger in question reached her hands out to find the cane. The TSO agent told the passenger to calm down. The caller then at that point requested a Supervisor on behalf of her friend. The Supervisor (b)(6) advised the passengers friend to next time contact TSA Cares for assistance for the flight to avoid an issue like this.

2013 1:08:3 The caller said that she needed assistance with the situation going on in front of him but the supervisor simply told her what she can do for the next flight. The caller said that she told Supervisor (b)(6) to handle the situation at that very moment. The TSO then advised the cane would have to go thru the x ray screening but the caller s friend refused to put the cane through the x ray. The last time she had her cane x rayed by TSA, it came out broken and unusable so she was reluctant this time. The caller said the TSO agent disassembled the cane and sent it thru the x ray anyway, and the cane did break during screening. The caller said her friend now has a broken cane and wants to report this abuse. The caller provided the flight info for she and her friend.

4-10-2013
approx- 9-10am
flight # 733
Southwest
gate 6

The caller does feel that this was a failure to accomodate to her friend s disability.
The caller stated that she will file the written complaint on behalf of her friend. Since she is blind, she is unable to file it on her own. The caller also wanted to know how to contact the CSM at SAN. I provided the caller the IVR and option 5 information.

The caller also asked how to file a civil rights complaint with a group that represents the blind such as a coalition or group.

The caller said the last time she flew from George Bush Intercontinental in Houston, her metal implant did not set off any alarms. The caller wanted to know why the metal detectors are not detecting her metal implant. The caller said she flew 6 months ago on American Airlines. The caller said when she goes through the metal detectors at the jails her implants set off the alarms.

2013 4:47:5 I placed the caller on hold and spoke with a security specialist. I told the caller I would forward the information for her so it will be reviewed. I told the caller I would send the information to the CSM. I decided not to forward the information to the CSM because the caller could not provide a specific date and time she flew from Houston. The caller did not know the flight number she flew on.

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.

2013 1:12:3 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.

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.

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Name (b)(6)
Phone

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On April 8, 2013, my mother (b)(6) 86 year old female, my son (b)(6) and I (b)(6) was at Fort Lauderdale airport flying back to Virginia. We had checked our bags, my mother was assisted by an airport personnel in a wheelchair and we were going through security check. My mother ID consisted of her Social Security Card, a state issued Photo Senior Citizen Card with her signed signature and social security number on the card and a Commonwealth of Virginia Voter Registration Card.

The airport security would not allow her to proceed, he called his supervisor, and the supervior would not allow her to board without additional screening. He tell me she need a driver's license or a passport. My mother do not drive and she do not have a passport. The supervisor wrote on her ticket NO ID. Two female airport security had her to pass through a metal detector, thorough patdown, her purse and medicine bag searched and her shoes swabbed. No problem found.

Checking your website:
www.tsa.gov/traveler-information/acceptable-ids there are acceptable ID. I don't understand what the problem was with her ID. My mother loves to fly but after what she went through this last flight she says it will be her last. I am very outraged. How would you feel if was your parent?

2013 4:08:4 (b)(6)

Chatham, Virginia 24531

Date: April 8, 2013
AirTrain Flight 660 Gate: C6
Depart: Fort Lauderdale, FL 7:15 AM
Arrive: Atlanta, GA 9:05 AM
Confirmation Number: (b)(6)
Passenger: (b)(6)

Fort Lauderdale Airport Supervisor Initial: (b)(

Information about the person who experienced the civil rights/civil liberties violation
Name: (b)(6)
Phone #: Cell: (b)(6)
Mailing Address: (b)(6) Houston TX 77019
Email: HYPERLINK (b)(6)
What happened?
Leaving St. Croix the metal detector went off. The agent (female) said she would have to do a body search. As I was in a short above the knee dress that was also sleeveless & presently without shoes I assumed she meant pass a wand over me and perhaps lightly run the back of her hands over my body excluding my vagina. She seems intimidating & hostile. She then asked me if I wanted to be searched in a private room. I told her no, my husband was waiting & by this point I was feeling very uneasy. She proceeded to have me spread each leg & she ran her fingertips along the inside of my panties. She did it several times on each side 6-7 times. My husband was watching & I was really upset by this time. One of the fingertip brushes crossed the opening of my vagina. Finally, after about 7-10 minutes she allowed me to join my husband. I felt like crying & was so freaked out. He saw how I had been touched. I thought about complaining but was so scared I would not be allowed to get on the plane & get away from there.
I have travelled a lot, all over the world. I have been searched before but never have I been touched in my privates. This was sexual assult. I'll never go. Back to St. Croix again. That woman is a sex offender that your agency allows to assault women.
When did this happen?
March 31, 2013
Approx. 1 PM
2013 4:08:5 Our flight was American Airlines Flight 2290
Where did this happen?
Place: St Croix
City: Airport
State or country: US Virgin Islands
Who treated you unfairly?
Heavy set black femal. Approx. 35 – 45 years of age.
Approx. 5'5 inches tall. Short hair.
List anyone else who may have seen or heard what happened.
Name: (b)(6)
Mailing Address: (b)(6) Houston TX 77019
Phone (b)(6)
Email: HYPERLINK (b)(6)
Have you contacted the TSA Customer Service manager at the airport? NO

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:

2013 5:39:3 • 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.

I am a member of the Pre-Check/Trusted Traveler/Global Entry Program. I have a total knee replacement on my left leg.

According to the TSA web site, the Pre-Check/Trusted Traveler/Global Entry programs allow a qualified person to leave shoes, belts, pocket change, etc. on their person and liquids, laptops, etc. in the carry on luggage. I assume that belt buckles, etc. will set off a metal detector alarm and agents are used to that but would allow a Pre-Check/Trusted Traveler/Global Entry Program to pass.

I have a total knee replacement on my left leg. Like pocket change, shoes, metal belt buckles, etc. the knee will set off a metal detector. So, what is the difference between my Pre-Check/Trusted Traveler/Global Entry Program total knee replacement and the pocket change, belt buckles, shoes, etc.

I joined the Pre-Check/Trusted Traveler/Global Entry Program to speed my passage through security. In most cases, it doesn't. Now that the TSA is going to allow small knives (which I am against), etc., why not also consider total knee/hip replacements!

2013 9:31:5 Thank you for your consideration.

(b)(6)
"We spend our time searching for
security and hate it when we get it."
(b)(6)

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.

!013 10:45:
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 went through the checkpoint in SAN and he had to take off his hat they told him that he hold this.
When flying through PHX, they made him take this off and put it on the xray belt. When it can out on the other end, there were marks all over this and it was all bent out of shape. He was handed a card by the TSO that told him to call into the TCC.

!013 11:17: CCR informed him:
TSA strongly recommends that passengers remove all items and accessories before beginning the security screening process. Some airports allows these to go through the WTMD with them and some want it to go through so it would be best to just place this in the bin before hand.

A cliam form will be sent to him within 7-10 buisnesss days to file a claim.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/20/2013 6:53:05 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/27/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Traveling with severe sunburn with skin blisters. I always opt out because I do not like radiation risks. Asked to use metal detector because skin hurt badly...was told no by a nasty arrogant worker wjo the proceeded to let an entire group through because they were "a family". Woman came and I attempted to lift my ankle length dress up to knee level to show her the burns ans blisters. She "scolded" me for being inappeopriate and said "put your dress down now". Then I pulled the sleeve down on my dress to expose the burns and blistering on my shoulders and tries to explain burns were on my chest area and pulled the neck of my dress over slightly to show my chest area. I askes her to not touch theaese areas. She threw her hands up and shouted, "Im done". A spervisor came over and got quite close ro my personal space and said he could keep me from getting home. I spoke to my husband who was standing on the other side of
2013 9:09:5 the gate without stepping out of the footprints on the floor. The supervisor said "You dont talk to him. You talk to me. I talk, you listen. He yhen called another woman over and conducted their "pat down" .The rubbing on the back od my legs broke some blisters and causes pain.But nobody gave a damn. I was never treated with such diarespect in my life. I am contacting my state representitive.I thought TSA was supposed to take medical and physical conditions seriously. Guess they still are low paid apes that think tht are in charge of everyone. I am a US citizen and human being and was treated like shit. Aloha to travelling by plane again I hope TSA goes broke as a result of government cut backs....and I hope all the workers involved get second degree burna on their uselesa bodies. And of all places..I just spent a week in Hawaii being told that Hawaii believes all people are family and should be treated as such. Would the TSA apes have treated their mother or siater that way.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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.

2013 1:34:0 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
Caller is in a wheelchair because she is pregnant and has difficulty standing. She told them at the checkpoint that she cannot go through the metal detector. It took 15 minutes to get an agent to check her. An agent by the name of (b)(6) came over and asked the other TSO if she can stand and the caller responded to (b)(6) yes, she can stand and she cannot go through the metal detector because she is pregnant. She was taken around a gate and was taken to an area beyond the WTMD (b)(6) was rude throughout the whole process. Her stuff had already gone through with her husband (b)(6) asked her husband which stuff was the callers, and told him not to touch it, and then she asked the caller which stuff was hers. The caller pointed it out and then literally threw it on the belt. The caller stated that there were fragile items in the bag and luckily nothing was broken. Then (b)(6) patted her down. This was at JFK on April 3rd at 10 pm. Terminal 3 via Delta flight number 268 to Tel Aviv.
She wants to file a complaint. She does not think the treatment was disability related just poor customer service, although she feels that people in wheelchairs do not get the treatment they should and TSO s need to be trained in how to treat people in wheelchairs.
2013 1:38:0
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.

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 in a wheelchair because she is pregnant and has difficulty standing. She told them at the checkpoint that she cannot go through the metal detector. It took 15 minutes to get an agent to check her. An agent by the name of (b)(6) came over and asked the other TSO if she can stand and the caller responded to (b)(6) yes, she can stand and she cannot go through the metal detector because she is pregnant. She was taken around a gate and was taken to an area beyond the WTMD. (b)(6) was rude throughout the whole process. Her stuff had already gone through with her husband. (b)(6) asked her husband which stuff was the callers, and told him not to touch it, and then she asked the caller which stuff was hers. The caller pointed it out and then literally threw it on the belt. The caller stated that there were fragile items in the bag and luckily nothing was broken. Then (b)(6) patted her down. This was at JFK on April 3rd at 10 pm. Terminal 3 via Delta flight number 268 to Tel Aviv.
She wants to file a complaint. She does not think the treatment was disability related just poor customer service, although she feels that people in wheelchairs do not get the treatment they should and TSO s need to be trained in how to treat people in wheelchairs.
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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.

(b)(6) stated that he feels there was a potential security threat at Dallas Ft. Worth yesterday evening. He was flying back into the country and had a layover at DFW. When he was going through the TSA security checkpoint, they were getting ready to close and he feels that the officers were not doing their job properly. He stated that they kept making comments and acted very unprofessional. He stated that they whisked him through security very quickly and he even set off the metal detector, but they just told him to go on without resolving the alarm. He stated that he did not feel safe with them performing in this manner.

2013 4:21:0

Advised caller:
I will transfer to the security specialist on duty. I consulted with the specialist first.

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: 4/21/2013 5:37:45 PM

2013 6:03:4

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:The TSO working at the metal detector redirected me to the body scanner, and when I declined and requested a pat-down, she tried to patronize me and tell me it's not an x-ray machine. I still declined, and she told me it wasn't dangerous, and I repeated that I wanted to opt out. She then tried to ostracize me and yelled out that "We have an opt-out and the guy won't even stand next to the machine" then rudely told me it would be a long wait, even though I counted almost a dozen male TSO's ambling around either side of the security checkpoint, and in fact had to wait around ten minutes.

I think it was inappropriate and rude for the TSO to try and disrespect me for deciding not to go through the scanner.
Caller went through security and now has 2 items missing from her purse. She is missing 2 silver coins from her purse, worth $25 each. They are special mint coins, not a common coin. She bought 13 of the special coins and now she only has 11. The wheelchair attendant placed her items on belt and the caller didn t observe anyone looking in her personal belongings. Caller was in a wheelchair but she walked through the metal detector.

After she was screened, she got back in the wheelchair and the attendant from the airline that was assisting with her wheelchair brought the items back to her. She said the bag was zipped up when she gave to the attendant and it was open when it was returned to her and she closed it. She didn t think about items being missing from it at the time.
Caller flew from Birmingham, AL to DTW via Delta, Flight #3804, Gate #A7.

2013 9:30:1

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.
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.
Birmingham
Birmingham International Airport
205-510-1703

I am TSA Pre qualified and last month I had a full knee replacement.

Unfortunately, the screws in the knee set off the metal detector.

Since I am Pre qualified, the only security issue should be to verify that there isn't anything else on me that would set off the metal detector.

This could be done quickly and efficiently with the hand held metal detector wand.

Instead, I am subjected to the full body pat down and chemical test.

2013 9:58:1 This doesn't make sense because before I had the knee, none of that happened.

I am still Pre qualified.

Please change the procedure in the TSA-Pre line only to use the wand in these situations.

It will be quicker, more efficient and a better experience for all concerned without compromising security.

Thank you for your consideration.

(b)(6)

Yesterday I was travelling from Atlanta, GA to Dallas, TX and went through security at approximately 3:15.

While going through security they opened another line and had the traditional metal detector in place. For some reason it kept going off. I had nothing on me. I removed all of my jewelry which had to be sent through the machine which was completely fine with me until they let my jewelry sit there amongst other's belongings until I asked them several times to please pick my jewelry up so it wouldn't be stolen. The gentlemen that were there were completely professional. They thought it could be my underwire bra setting off the detector. At that point I don't understand why I couldn't have gone through one of the other machines that were in the other lines that are mostly used now instead of the older metal detectors. Or why couldn't someone with a wand could have come to isolate the area that was setting off the alarm?

Once they couldn't figure out why the detector went off they called a female to pat me down. She was extremely rude and inappropriate. I was wearing skinny jeans which are form fitting so you can tell there was nothing in my jeans. During her pat down she placed her hand (mostly fingers I'm sure) down my pants and in my panties. I was mortified and almost in tears as this was done in public. As well as it being painful since my jeans were tight without someone putting their hands/fingers in them. She had asked if I wanted a private screening at the beginning which I said I didn't needed however I didn't know the inside of my pants would be searched especially when my jeans were form fitting and you could have easily felt if something was there. I've never had a pat down where hands were inside my pants and pull them out far enough to look down inside. Also as she inspected my breast, her hands were all over them and following every line of my bra including separating my
2013 1:18:5 breasts in the middle.

I've traveled many places and many countries. When this has happened before the people have been very nice and not been so invasive. She was very rude, but did apologize when it was obvious she was hurting me because she was wedging her hands in my pants. I've never seen anybody place hands/fingers in someone's pants before at an airport.

I understand the reason for security however if people are going to do this then there should be another witness watching and a private wall set up. I didn't want to leave the area because I had my young son with me as well and didn't want to leave him.

(b)(6)

Lewisville, TX 75077

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 expediled 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.

2013 3:38:2 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 flew from LAS to Monterey yesterday and thinks she is on some kind of list because her screening process is beginning to escalate, she was told there was some sort of anomaly that showed up when she went through the AIT.
There were 3 in her party and they contacted Allegiant that her mother couldn t make the flight and requested a medical refund, which was refused. Allegiant knew her mother wasn t on the flight and the skycap asked where her mother was. They only received 2 boarding passes and the other individual was on another flight. There were 3 people who traveled, should have been 4.
They had to change planes because something malfunctioned with the plane and the skycap called for her mother who had cancelled. Caller states her bag was tagged by the Skycap with the other persons name and her tag was placed on the other persons bag and that bag is missing. Stated the bags were mistagged and she was pulled out of the line and tested for explosives and this is happening too often.
Caller says she usually goes throught the AIT and has been told an anomaly was detected during the screening.

Response:
Apologized to caller for her screening experience and advised if an alarm triggers or an anomaly shows up going through screening she will have to have secondary screening to resolve and complete the screening process.

Once checked baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.
If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service
2013 5:06:4 problems and provides a 24-hour hotline at (202) 366-2220.
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 once the bag has been screened and cleared by TSA we no longer have access to a passengers bag and the baggage handlers are responsible for sorting and transporting baggage from that point on to the destination. The changing of the planes and 4 hr. wait was her airline.
Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.

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Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.
Caller flew from MCO to SLC to PDX today. He had two souvenir shot glasses that were wrapped in his clothing in his checked bag. He says that when he opened his luggage, one of the shot glasses was shattered. He says that this was not repacked right and now there is glass throughout the bag. There was a NOI in the bag. Caller says that he doesn t know if the shot glass was broken during inspection or if it was not packed right and broken during the time the baggage handlers had it. He says that when they went through the security checkpoint, the officers were more worried about getting people through the line quickly than checking them. He says that before he went through the WTMD he stuck his boarding pass back into his pocket. He says that an officer asked him what he put in his pocket and he responded with his boarding pass. The officer made him take this out and show it to him, then said okay. He says that if it were something he shouldn t have had it would have alarmed the WTMD. Caller says that the officers were arrogant. He says that he had some foil pouches of coffee in his carry on bag and he assumed they would need to take a second look at this, but they didn t. He says that at the checkpoint, he was probably in the 6th or 7th lane from the right if you are looking at the checkpoint as if you are going through it.
Airport: MCO
Airport: Delta
Flight: 303
Time: 7:15 a.m.
Date: 04 22 13
Gate: 73
2013 5:31:3 NOI: Y nothing written on it.
Baggage Check In: 5:15 and 5:45 a.m
Baggage Claim (b)(6)
Time Through Checkpoint: 5:30 a.m. to 6:00 a.m.

Advised caller:
The officer probably questioned what he put in his pocket because the WTMD alarms for metal items. Non-metallic items do not alarm the WTMD. The officer probably did not pack the shot glass back correctly, which caused it to break when the baggage handlers were tossing the bag.

I explained to the caller that I would send claim forms via e-mail and he will receive them within 24 hours of this phone call.

I would forward a copy of this information to the CSM over TSA at MCO to make them aware of the situation.

From: (b)(6)
Sent: Monday, April 22, 2013 5:58 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: 4/22/2013 5:57:51 PM

2013 9:09:2 Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA treatment of traveler with Alzheimer's Disease

Comments:

Today I traveled from Columbia SC to Washington DC with my nephew, his wife and children, and my husband who has Alzheimer's disease. We encountered a TSA agent who was insulting and unkind in dealing with my ill husband.

i arrived at LAX this morning and transfered from Tom Bradley International to AA Terminal 4. One of your staff at the security check point at T4 was a total nightmare - screaming and shouting at passengers and shouted at me to remove my glasses and an eye-cover that was around my neck!!! Since when can you not wear glasses through airport security.
She then started shouting at other passengers to not just queue up for the regular metal detector screening but go through the new all-body screen, even though there was a rail up in front of that to stop people going through!
2013 2:05:0 Your staff do not have the right to be abusive or to bend the rules according to their own whims.
At the very least, they should do their jobs properly and behave professionally, not like illiterate idiots.
No wonder security in this country is a nightmare. I wish I had taken the name of this individual as she should be fired.

Callers daughter is flying from ATL to John Wayne and will be having surgery there on Friday. Caller states that her daughter will have to bring a cat with her. Caller is requesting that, do to the cats nature, I guarantee that the cat can stay in the carrying case.

Advised Caller:

Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in
2013 2:18:1 its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Caller requested that she speak with a supervisor, Missy took the call.

Name: (b)(6)
Phone:

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Name: (b)(6)
Phone:

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 4/23/2013 2:30:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Mon Apr 8
2013 4:02:5 Flight 211
Depart San Jose (SJC) on Southwest Airlines at 09:35 AM
Arrive in Phoenix (PHX) at 11:20 AM
Comments:This was another terrible experience with TSA. Several issues:

#1 inappropriate screening/pat down screening. I was directed to walk through the metal detector, then was escorted to a private area, and given a very intimate pat-down. My doctor doesn't even grope me as much as the TSA employee did. The employee felt my chest, armpits, back, buttocks, legs, thighs, testicles, and overall groin area. I was very upset.

#2 Inconsistent screening. Never before have I received such an intimate pat-down.

#3 Long lines. The TSA employees were slow. Half of the machines were shut down so we were filed into 2 or 3 areas. I arrived early and still almost missed boarding my flight.

This is a violation of my privacy, civil rights, and general human courtesy. I hate flying because of the TSA process. Horrible, horrible, horrible operation going on here.

They were screened in Greensboro and Salt Lake on the initial trip.
At Phoenix on the return trip she walked through the metal detector and it set off the machine and she got a patdown instead of the AIT.

In the screening process his wife was told by TSA Officers that it was OK to go through the AIT machine wearing her insulin pump.
They just called the manufacturer they said the Animas pumps have not been tested for magnetic fields so they do not know if it will affect it.
It could cost them a lot of money later if it causes an issue.

I asked if the pump is malfunctioning.

At this time the pump is functioning alright but he said this could have caused an issue which could potentially be life threatening.
He is upset that the Officers said is is safe. They said it is not like XRays.

Told him all the information I have is regarding how to be screened.
We do not have information either way.
I explained ultimately it is the passengers responsibility to know if their equipment is safe with the screening equipment.
2013 1:00:3 She does have the right to Opt Out of the AIT and have a patdown. Signs are posted at each AIT location advising of this.

He insisted on registering a complaint. Todl him I will send over his complaint and I need the date and time of the AIT screenings.

He told me that she was screened:
3-26-13 Greensboro at 3:30 PM She was at screening around 2:30 PM They Flew Delta.
3-26-13 Salt Lake at 12:30 PM She was at screening around 11:30 PM . They Flew Delta

In reviewing notes the times did not seem right.
Also at the beginning he said it was the 27th when they began their trip.

Did a callback:
(b)(6) said she is unsure of the dates so call her husband at (b)(6)
She also said she cannot remember which airport it was that had her remove her pump and send it through the machine.
She said it was all a case of mishandling.
Told her I will call her husband as I need to be sure of the information in sending up the complaint.
Called (b)(6) and explained the discrepancies of the information given. I realized he confirmed 2 different dates and the times of day do not seem right either.
Caller works for United Airlines at the Newark Airport. He was calling for his nephew. His nephew flew on 4 23 2013 from LaGuardia to FLL and then to Santiago, Dominican Republic on Spirit Airlines. He did not have the flight number. His flight was at 7 pm and he went through the checkpoint between 4:30 and 5 pm. He had a laptop and a new nitron camera in a bag. He did not take the laptop out of the bag. The TSO told him that the laptop would have to go through the metal detector again. The TSO took the laptop out of the bag and sent it back through. He said that he went through the checkpoint to the left of the Spirit counter. When he arrived in the Dominican Republic he found that his new nitron camera is missing. Caller wanted a claim form emailed to him.

2013 3:39:3 I gave information per: http: www.tsa.gov airport-lost-found-contacts.
LaGuardia Airport
718-662-5043
I gave the following information: TSA regrets that you found items missing from your carry-on luggage. TSA To file a claim you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once the Claims Management Office (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim.

I emailed him a claim form. I advised him that I would forward his record to the CSM at LaGuardia Airport for review.

I am writing in regards to an incident that occurred on Saturday, April 20th at around 4:00pm at the Hartford, CT airport (BDL). I entered the TSA security area as I have many times before. A female TSA officer asked me to remove my bracelet, so I immediately followed her instructions and placed my bracelet in the bin to go through the scanner, and walked up for my turn to go through the metal detector. When I retrieved my bin after the check, my bracelet was broken. The clasp had been torn off and several of the silver balls were scattered throughout the security bin. I was very sad and a male TSA officer witnessed the incident, and told me that I actually did not have to take my bracelet off; that it was optional. This was not told to me; I thought I had to do what the female TSA officer said and know better than to cause any commotion at an airport by questioning authority. A supervisory male TSA officer (b)(6) then came over and told me that I could fill out a TSA comment card and be reimbursed for my bracelet. So, that is what I am doing in this email.

Please see below for a receipt for my bracelet. It was $32.00. Will you please have a new bracelet mailed to me, or have a check mailed to me?

Thank you,
(b)(6)
St. Petersburg, FL 33701

2013 3:51:1 HYPERLINK (b)(6)

PS My flight was with US Airways to Charlotte (Flight 1047) then Tampa (Flight 1471).
Confirmation (b)(6)

---------- Forwarded message ----------
From: (b)(6)
Date: Wed, Apr 24, 2013 at 2:11 PM
Subject: Fw: Shipping confirmation for your RalphLauren.com order (b)(6)
To: (b)(6) <HYPERLINK (b)(6)

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Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/25/2013 5:23:10 PM Airport : MIA - Miami International Date/Time of Travel : 04/25/2013 6:10 PM Airline & Flight Number :
Checkpoint/Area of Airport : concourse D checkpoint 2 TSA Employee: (If Known) :
2013 6:03:4 Comment : The checkpoint seems understaffed. Time through this checkpoint was approximately 25 mins. Only one millimeter wave machine/metal detector is running.This is common on Thursday afternoons, in my experience.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It May Concern:

I would like to complain about how I was treated by a TSA officer at a checkpoint. Chicago O'Hare, Terminal 1, checkpoint 2, 9:00 p.m. (+/- 5 min) April 25. The officer was white, 40s, slightly balding, and mentioning his need to go on break

Our conversation was something like this:

Me: "So who gets to use the metal detector?"

Officer: [misunderstands question] No. [pause, no response] It's for airport employees. Are you an airport employee? [pause, no response from me] Negative. You can get out of line and have a pat-down. Would you like a pat-down today?

!013 10:09:

It was a polite question that got a rude response. While I am a patient person, I find it appalling that our country is represented by rude officers to thousands of international travelers. Even more concerning is his need to remind me who is in control, by his use of "pat-down". It was completely inappropriate, and I'm sorry to say I have seen power-tripping in TSA employees before. Please get this under control.

I recorded this while sitting at my gate, so please be assured it is an accurate account.

Sincerely,

(b)(6)

To whom it may concern

Between 1130 hrs & 1200hrs on Friday 26th April I checked in at the delta terminal at JFK airport. Whilst going through security I am pretty sure I have now dealt with the rudest apathetic group of people in the airport security world! This is my first time travelling through the USA since that terrible day in 2001, so I am still getting used to your procedures and am travelling with two children! Your staff all have a sour look on their faces, I was trying to ask the guy at the metal detector if I needed to remove my shoes, I had to ask twice a got a look like I was an idiot and I think a nod of the head! When we were trying to get organised at the other side which had been clear prior to us all of a sudden my children were asked to move so that one of them could push a trolley full of trays away. I then asked one of them standing on the side about my wife returning through security because she is a smoker, he managed to look up from his phone for a second to mumble about I D and boarding pass before looking back down at his phone and continuing with his text/facebook or whatever he was doing! I am sure someone will say something about the stress of law enforcement etc, well I can say that I have been a front line (general duties/patrol) police officer in Australia for 13 years, and if any of my members were acting that way I would definitely have words to say about there attitude. I don't expect a brass band welcoming committee just some common courtesy and not to be looked at like an idiot!

2013 4:06:4

Thank you for your time

(b)(6)

Sent from my iPhone

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 4/26/2013 3:49:01 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : T use the TSA Precheck and depending on the airport I sometimes set off the metal detector. I have an 8"x1/2" titanium rod inserted into my left lower leg. When it goes off they say that it was my lower legs. Why does this then precipitate a full body pat down? My groin does not set it off, my shoulders and chest are not setting it off.

2013 4:07:1

Also when they start to explain the pat down process doesn't it seem reasonable that a known traveler in the Precheck lane would know these procedures? It seems like they could simply ask rather than going through the whole speal when it would not be necessary.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Friday, April 26, 2013 1:28 PM
To: TSAExternalCompliance@dhs.gov
Subject: Issue at Reno airport on 2/25/2013

To whom it may concern,

Apparently I have been sending my issue to the wrong email address. I have written 2 other times on this issue, but have never received a response. I will try again.

2013 6:16:3

On 2/25/2013 I was traveling from Reno to Phoenix. Unfortunately I do not have the flight number at hand. I can tell you that my flight departed Reno at about 12:40pm. I was flying US Airways. Somewhere around 10:30am I was in line to go through the checkpoint at gate "C". I was with my girlfriend. In front of me in line were two people who had "CREW" tags hanging around their necks. The first was an African/American man. He took his shoes off like all of us, and placed his bag on the conveyor belt and walked through the metal detector. Like WE ALL do. The second was a blondish white female. She struck up a conversation with the TSA person standing by the scanner. I noticed she placed her large cup on top of the conveyor belt machine. She then walked through the scanner. She never took her shoes off as she laughed with the TSA person monitoring the scanner. As she passed through I noticed the TSA person reach up to take her cup off the top of the machine. The TSA person then handed the cup to the "CREW" person. The cup never went through the "x-ray" machine, and the TSA peson never even took the lid off the cup. It wasn't a small cup either. It looked more like a large coffee cup one might get at a coffee store. THe "CREW" member then continued on her way.

I thought this transaction was a bit odd so after I went through I asked to speak to someone in charge. I was directed to the elevated desk where (b)(6) ntroduced herself as the person in charge. I told her what I had just seen, and her immediate answer was "she's a crew member. If she wanted to crash the plane she could do it with less than a cup of coffee". This reply came across as very unproffessional and very confrontational. I immediately told her so. I explained that I have to take my off my belt,watch,ring,hat,sweatshirt,shoes any tiny piece of paper has to come out of my pocket, and this person has to do none of it? I also pointed out that the "CREW" member in front of her followed the rules. That is when another TSA employee who was standing there the whole time chirpped in. This TSA person was a bit overweight, white man in his 20s. He told me If I wanted to know why the "CREW" member got to go through l;ike that I should ask her. That seemed very ignorant on his part. I thought by going to the TSA person in charge I would have gotten much more of an intelligent response.

From: (b)(6)
Sent: Saturday, April 27, 2013 2:56 AM
To: tsaexternalcompliance@dhs.gov
Subject: Issue at Reno airport on 2/25/2013

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.

!013 10:58:

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.

After evaluating alternative security protocols for flight crewmembers that

Hi,

My name is (b)(6) I work on the North Slope of Alaska as a contractor to ConocoPhillips. I have a disability. I contracted Polio during the 1940 to mid 1950s epidemic and have to wear braces. At the Anchorage Alaska Airport on April 16, 2013 I told the young man I wear braces and cannot take my shoes off. I have trouble standing in one place and have difficulty standing in the new screening device. If there were a handle to hold on to at the top of this device I would have no trouble. But there isn't so I cannot go through the new screening. He challenged me as to how I was walking and said "you seem to walk just fine to me".

The discussion elevated to an argument about whether I was going to be let through the screening area or not. Finally another TSA person came and got me and took me through the line. I was instructed to take off my shoes. To which I said "Okay you are making trouble for me, I will make trouble for you". When I pulled up my trouser leg they said "You wear braces". To which "Yes and I told that idiot out front, I had Polio at age 4 and wear braces and could not take my shoes off".

Now I am still working and was on my way to catch the company charter plane to the North Slope. I am 72 years. I am a white male U.S. Citizen and have worked overseas in areas such as Indonesia and Ivory Coast, West Africa. I have a disability, I have weak calves and ankles due to Polio at age 4. I carry a US passport and have traveled extensively in Europe and South East Asia. I strongly object to the way I was treated by these new hires in TSA. I can ask for a private screening but until now have never had a reason to.

Why are American citizens hassled when going through the security screening? I really believe the new device should be friendlier to disabled travelers or let disabled travelers go through the old metal detectors without question or hassle. My braces are made of carbon fiber and do not have any steel parts, I will not set off the alarm. What is with TSA on these issues?

2013 3:06:4 Regards

(b)(6)

(b)(6)
Broken Arrow, Oklahoma 74014
Home: (b)(6)

HYPERLINK (b)(6)

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.

2013 5:56:3 Advised caller:
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

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.

2013 5:56:3 Advised caller:
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Good afternoon.

My name is (b)(6) and I would like to report a concern re a TSA employee at the Kennewick/Pasco PSC Airport today April 28, 2013 at 4:30pm.
While traveling with my fiance, after placing my items and bag on the xray belt, (b)(6) addressed me to please reposition my bag. I did this immediately and positioned the remaining bags in a similar fashion. (b)(6) then asked me whether I trusted my traveling companion (finance). I said that I did and went back to stand with him. We then waited for our bags to start through. (b)(6) left the metal detector directly after I went through (prior to my fiance going through) and stated that he needed to go through my bag. I felt very odd at this moment that he was targeting me.

He then proceeded to empty the entire contents of my gym type bag except the shoes. He even attempted to open my small red wallet, but was unable to understand the clasp. He then wiped everything down individually and sent the bag and the contents back through separately.

2013 8:12:0 When this was complete, he motioned me with his index finger to follow him to the repacking area. He proceeded to repack my bag and patronizingly explain to me how to pack my bag. Quote..."This morning when you woke up and packed your bag, it was an unfortunate sequence of events. You packed in such a way that the xray machine was unable to distinguish your two cells phones which were packed together." I had been quiet and compliant throughout this odd experience and politely thanked him by name at this time. I was unclear whether he was sexually harassing me or just simply targeting and harassing me today. It was very unpleasant and uncomfortable and extremely unprofessional.
I am frequent traveler, holding Platinum status with Delta and MVP with Alaskan Airlines, so am not unfamiliar with the TSA screening process. In addition, I am an employee and surgeon for the Veterans Administration Health Care System and am very familiar with federal government security processes. My experience today, was as stated above, very unprofessional, personally invasive and bordered on targeting vs harassment.
It may be advisable at this time to re-educate/remediate some key TSA employees at the Kennewick/Pasco Airport including (b)(6).
Thank you for your time and attention to this matter today.

Sincerely,

(b)(6)

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.

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.

:013 12:35: 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.

On this occasion, he was at Terminal A at SDF, flying to EWR. She stated that the supervisor was (b)(6) The TSOs that were involved (b)((male), (b)(6) (male), and (b)(6) (female). They conducted his screening. She stated that he

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/29/2013 1:02:09 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/11/2013 1:54 PM Airline & Flight Number : Frontier Flight 138 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I am a transgender woman and I experienced a situation at the security checkpoint. After stepping out of the metal detector, I then had a male security guard touch my breasts and I know that it is supposed to be done by a female. I did not
2013 2:59:2 catch his name, but I was rather unnerved to have a man touching my breasts.
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 want to know the policy regarding the AIT. The caller opted out of the AIT due to pregnancy and was not allowed to go through the metal detector at IND. She was made to have a patdown. She travels every week and IND is the only one that requires her to have a patdown instead of going through the metal detector. The caller said the website states that if you do not want to go through the AIT you can go through the metal detector.

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.
2013 4:32:0
A passenger can request to be screened by imaging technology if it is available or can request to be screened using a thorough patdown, but cannot request to be screened by a metal detector in lieu of imaging technology or a patdown.
http: www.tsa.gov traveler-information advanced-imaging-technology-and-walk-through-metal-detector

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

Hello,

I would like to complain about the TSA screening service I received at ATL Airport on Friday, April 26, approximately 12:50PM.

The incident took place at scanner 22 with a male TSA agent. After seeing a mother and child bypass the body scanner and go through the metal detector, I requested that I too avoid the body scanner and simply go through the metal detector. Instead the agent said "No, you have to go through the scanner." I did not reply back and did go through the scanner, then was asked to wait outside. Another agent asked if I had anything in my pockets and I replied "No," and received a brief 5 second pat down outside the scanner on my backside where my pockets where. After nothing was found, I was then instructed to wait again, and follow a female agent to have my fingers tested for residue. After I passed, I was free to go.

2013 6:14:4

My complaint is three fold. First, asking to bypass the scanner is not only allowed, but the TSA agent should inform the passenger that this is possible but going through the metal detector and a standard pat down is required if bypassing the body scanner. The agent did not inform me of this right, even though it is standard process according to the TSA blog. Second, I watched approximately 20 people ahead of me go through the body scanner, and none received a post body scanner pat down. Finally, I would like to note that I was again singled out and required to go through the hand residue test.

All that I ask is that you inform the team at the ATL about the scanner opt out request and ensure they are fully trained. That is all, thanks.

--
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/1/2013 10:52:57 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2013 4:15 AM Airline & Flight Number : United 1218 BOS-SFO @ 0600 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : (b)(6) (female) Comment : Husband and wife traveling with our 12-month old son. I, the husband, was holding the baby. Female screener (b)(6) guarding the walk-through-metal-detector (WTMD) directed my wife to the millimeter wave (MMW) Nude-O-Scope (NoS), causing me to hand the baby to my wife, myself be directed to the NoS with a dirty look from the screener, and opt out.

Unpublished but obvious TSA policy for quite a while has been that all parents traveling with a child under 12 are allowed through the WTMD and able to avoid the NoS or opt-out process. This screener insisted on separating us, and the male-assist who performed my opt-out grope defended her and claimed it was SOP to send only one parent through the WTMD. This is blatantly false as evidenced by my many trips with this baby through many airports, including BOS, in the past year where we have not been separated.

TSA unexpectedly separating myself from my wife during this period made it much harder for her to re-pack our property, protect it from damage and potential theft, and simultaneously handle the baby. It also backed up the x-ray line. Male assist performing my opt-out grope claimed that he didn't care since he was paid by the hour and not per passenger screened. That is evidence of classic government-bureaucrat mentality.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/1/2013 5:53:04 PM
Airport : PHL - Philadelphia International Date/Time of Travel : 05/01/2013 9:30 AM Airline & Flight Number : USAir 1489 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : I was witness to very rude, disrespectful treatment of the traveler two people in front of me in line, going through the screening process. At the head of the line, the traveler asked if he could NOT be screened as he was concerned about electromagnetic energy from the machine, as he was trying with his wife to have a baby, and as a physician there were concerns about electromagnetic energy and birth defects (he was very polite yet serious). The nice TSA lady said she didn't think the machine emitted energy, but that he could request a pat-down instead of the metal detector. At the point of going through the metal detector, the traveler very politely asked for the alternate/pat-down screening. Three TSA representatives and what appeared to be a senior officer were involved, telling the man that he must go through the metal detector and that he was in the wrong line for a pat-down, and that he needed to go through now as he was holding up the line. The man, continuing to be polite, said that he had been told he could request the alternate, and if he could be directed to where he needed to go, he would comply. At this point, the senior officer raised his voice saying that the traveler had two choices: He could go through the metal detector now, or the officer would alert the air line that the traveller had refused to be scanned and he would not be allowed to fly today or perhaps in the future. The officer said this at least three times, in a loud and intimidating voice until the man complied. I am writing because it is shameful that this traveler was subjected to such treatment, particularly when he had alerted the earlier TSA agent of his wishes and was just trying to do what he could to ensure that he would have a healthy baby. The traveller tried to be polite and was bullied by the senior officer. I regret not getting the man's badge number or name, but quite frankly, I was worried that he would then come after me as a possible accomplice to whatever crime he felt the traveller had committed. The traveller had what might have been a scandanavian accent, which further upset me that he was a guest in our country experiencing such rude treatment and lack of respect for his rights.
I have a lot of respect for what the TSA and law enforcement folks are trying to do to protect us, but the senior officer's behavior was wrong and embarrassing. I was compelled to write as I hope the traveller has also filed a complaint, and mine can serve to support him.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller indicated that the female document checker had problems with his TWIC card that he presented for ID. The female TSO (b)(6) medium build, black hair) accused him of tampering with the TWIC card; however he was permitted to enter the checkpoint.

A blonde female TSO that was very nice and polite pointed out that he had forgotten to remove a cell phone in his pocket.

He passed through the WTMD with no problem; however a male TSO by the name of (b)(6) Lead Supervisor) roughly grabbed his shoulder and indicated that his pants were too baggy and that he would have to conduct a pat down. The caller feels that there was no reason for the pat down and that he was deceived. The caller indicated that he was wearing Wrangler boot cut cowboy cut jeans and when pulled out at the thigh there is about two inches of slack fabric, less than the pants of the TSO uniforms and regular slacks worn by other passengers. The TSO roughly touched his private parts.

The caller asked if there was video of this.

The caller indicated that he doesn't t like that he cannot always see his things during the screening process. He indicated that he has not been able to maintain line of sight with his items. He should be permitted to collect his belongings and bring them with him if additional screening is required.

!013 8:41:3 TSA still owes him $850 for cross and chain piece of jewelry that became missing a couple of years ago as it he was required to remove it at the checkpoint. It was never found. He indicated that he did file a claim and it was ignored.

He indicated that he did not like the attitudes from TSO's as they act like their have God like status and if a passenger disagrees with a TSO, the TSO can prevent them from flying or get them arrested.

The caller indicated that he would like to provide kudos to the two female TSO that were very nice and polite.

The caller asked if there was a restriction in regard to powder and a fungal powder was not permitted. He indicated that screening for residue was not conducted.

The caller indicated that he requested a contact number from one of the female TSO's and indicated that he didn't t want to speak with anyone at the airport. He indicated that he didn't t want to speak with a supervisor however the TSO Lead (b)(came over and was rude to him (b)(6) provided a comment card which the passenger completed and placed in the appropriate box.

The caller stated that this is the only airport that requires him to remove his shoes and place on the conveyor belt. Other airports require that the shoes be placed in a bin and not on the conveyor belt directly. TSO are hard on passengers if they don t place shoes on the covey s belt. They badger people and TSO make their own rules.

The caller asked how long he should allow for the CSM to contact him back.

I apologized in regard to the experience and advised that I had documented all of the information provided. I explained that TSA monitors the number and nature of complaints that are received and that I would also refer the information to the CSM at

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 5/2/2013 1:34:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TO whom its my concern,
My name is (b)(6) I'm been working for LAX for the last 4 years with Virgin Australia under the contract of Virgin America. On April 30, 2013 around 8:30pm, I had an incident with the TSA females at terminal 3. It all started when I was going through security with a wheelchair passenger. When the wheelchair was taken in to do a female assist. During that time I was walking through the metal detector, the alarm went off. I went in the first time, TSA asked me to put my badge in the machine, then walk in again. Alarm went off again so that's when TSA decided to get me a female assist. While I was waiting; I asked TSA if I can get my badge back because I don't feel safe without it. She kind of gave me a attitude just because I was asking for my badge. Then, when I went through with TSA, she asked me what else do I have in my pocket. My answer was my money, then she asked me to take it out and put it in the container; as well my shoes,belt,and ring. When I did that she took the container and walked away. I ask her excuse me why you taking my money, can you please leave it on the table. I don't see the need for you to put the money on ex-ray belt. Then, she took my stuff to the ex-ray belt, other TSA staff approach me to give me instructions on how is the procedure of pat down. When she started with the pat down, I felt uncomfortable and humiliated knowing that I been working at the airport for the last 4 years. In the other hand, TSA she should only said,
!013 2:26:4 remove your belt not your badge maybe I would've not gotten the pat down. . Also, when I went back to get my pen from the table. The group of TSA that checked me and wheelchair passenger. They making me feel humiliated and they were laughing I got a pat down.
I understand that all of us we have instruction's to follow and work to do, but all with Respect, "Not with humiliation".
Please take this inconsideration for future customer's or staff.
Thank for your understanding,
If you need more information
please call: (b)(6)
Thank You
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

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/2/2013 11:18:58 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/02/2013 5:30 AM Airline & Flight Number : AS2153 Checkpoint/Area of Airport : In between D and C gates TSA Employee: (If Known) : Very Large Person that I would recognize if I saw them again.
Comment : I travel regularly for business. I know the routine well and comply with all regulations a requests. Today I saw the worst of TSA. As I was going through the metal detector there was a beep. The agent said it was a routine random inspection. No problem, he told me to wait there and someone would come to get me. So I waited. Next, a very large woman walked toward me, unable to make herself take the walk all the way and she said something like I told you to follow me, in a very mean and terse tone. So, I headed that way but went to the belt to get my things. She made no attempt to bring my items and she yelled at me not to touch anything. I asked her if she was taking personal responsibility for my wallet, personal items and laptop. In a huff she grabbed part of the items and said again in a terse tone, follow me. I tried to get the rest of my things and she yelled at me. So, I left them there. We got to her station and she used some tape thing on my hands that
!013 8:22:1 burned, put it in a machine and walked away. She didn't say a word other than to turn her back. I stayed there waiting to be released. Finally after walking away, she said you can get your other things. I asked to see her supervisor and talked to that lady. She said she would address it. (Will she really? The supervisor said the other person was supposed to gather my things and bring them with me to the station, but obviously she had no intention of doing that until I asked her if she was taking responsibility for my items.) Being treated like a criminal by a gruff mean spirited person that is too lazy to do her job is not what I expect out of TSA or anyone. I understand the importance and am glad we protect our travelers. The random checks are fine too. But usually you get told it is random and what they are doing and a friendly demeanor. This person thought she could treat me like dirt. I hardly look like a terrorist, unless you consider a white, protestant, 53 year old in a suit with nothing on him, to be a threat to national security. This kind of thing needs to stop. I am angry at the lack of professionalism and suspect this person is a regular problem based on her attitude.
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

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,

!013 2:20:2 (b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/3/2013 6:53:47 PM
Airport : SMX - Santa Maria Public
Date/Time of Travel : 04/30/2013
!013 7:58:5 Airline & Flight Number : SkyWest
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have bilateral knee replacements and fly from SMX at least four times yearly. In the past few years, I have successfully used the body scanner without being discriminated against due to my knees. This trip, I found out that the body scanner at SMX had been sent to Fresno and I was forced to undergo a body patdown after setting off (obviously with my knees) the metal detector alarm. This discrimination is unfair!! Please obtain a replacement body scanner for the SMX airport so that all passengers will be screened fairly! Thank you, (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/4/2013 1:30:29 PM

!013 3:19:5

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):this is normal for the last couple years, 6 different times
Comments:My daughter uses a insulin pump and every single time she flies she gets abused by the TSA in Tampa. Intimidation must be part of the training because it is the norm for TSA to push her through the screening process when her pump manufacture tell her not to go through the metal detector. No matter who she gets the TSA agent argues with her each and every single time. She dreads flying out of Tampa more than any other airport. This time during the arguing her carry on was out of site and she asked for it and the TSA agent told her she should have thought of that when she wouldn't go through the scanner. The pumps cost 2 to 3 thousand dollars and she has replaced one already. How insulting and unprofessional.

What is the point of showing your boarding pass twice before you go threw the check point where tsa checks your Id then pass . I do no Not under stand why I have to show again before I go threw a hole body scanner . That is telling me you dnt trust the tsa agents who scan your boarding pass then Id . Also I have notice that. This airport security is so slow it should not take that long to go threw security . Metal detectors should be a option not fenced off . Your airport is deficient in getting passengers threw in a timely manor . You should look at Boston Logan airport and model after them maybe you will be able to process passengers threw security in a timely manor .
Sent from my iPhone

The caller is a frequent traveler at ORD. The caller state that TSA admitted there is a flaw in the screening process. The caller states that due to the sequesterian the security is being compromised. The caller states that due to the long lines they are opening up lanes and letting people go through the metal detector instead of the AIT. The caller wants to know why they are being allowed to go through the metal detector. The caller states that if very alarming because a passenger could possibly get through screening with a bomb and it be undetected by the metal detector. He went through screening today and last Wednesday and very upset because he feels this issue has caused the TSA checkpoints to become less secure than before.
!013 9:25:2 The caller states that it is very risky to let passengers go through the metal detector. The caller states they can email him and give him a phone number if they needed or wanted to talk to him.

Because your complaint concerns security screening at a particular airport, we have forwarded a copy to the Customer Service Manager at ORD.

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.
!013 2:11:1
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.

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
!013 4:50:5 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.

Dear TSA Customer Service,

Going through your security checkpoint at Newark Airport, Terminal A, was a frustrating experience on May 3. My plane from Glasgow, Scotland, landed at 11:30 am. My next flight out of Terminal A was scheduled to take off at 1:09 pm. There should have been enough time to make the flight, but your security checkpoint was a major bottleneck that day and I missed my flight by minutes. The result was I had to go to a different terminal and wait for another flight at 3:30.

Some details: My flight number was UA 4129K to Washington, Reagan, taking off from Gate 26 in Terminal A.

The problems began upon arrival at the Terminal A checkpoint.The line spilled over beyond the main waiting area. People were asked to stand across from the main queue to allow other airport patrons to pass through. Meanwhile, the priority boarding line was empty and being tightly controlled by a TSA rep.

Once through the area where boarding passes were checked, a long line formed down a narrow passageway. TSA agents told people to keep moving down, which we did with some difficulty (because it was narrow). I ended up at the 4th screening area, where there was virtually no movement for 15 minutes or more. As I got closer, I observed some problems. The TSA agent wanted people to present their boarding pass (which presumably they had already done when they entered the area), but informed one patron after she had already put her carry-on items and boarding pass through the screener. She had to get it and present it to the agent. For some unknown reason, a main in a wheelchair and his wife waited in front of the metal detector
013 10:12:1 for about 10 minutes before they could pass through. A couple who had a a metal water bottle in their carry-on brought everything to a halt. Instead of being asked to step aside so their luggage could be searched, everyone had to wait for this issue to be resolved.

At no time did any TSA agent ask patrons about flight times and attempt to move people through faster so they could make their flight.

Maybe the airport is dealing with space issues at this checkpoint? I realize it's important to screen people before flights. But right now, this process is really inefficient and would think twice before flying through Newark again.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/7/2013 9:51:28 AM
Airport : SEA - Seattle-Tacoma International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
013 10:12:3 TSA Employee: (If Known) :
Comment : There needs to be consistency in the level of sensitivity of the metal detectors for PreCheck to really be effective. I have gone through various airports in which the detector doesn't go off, goes off because of my belt, goes off because of my shoes or both my belt and shoes. It starts making PreCheck a hassle when I have to re screen three times when the point of it is to be able to walk through.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller: 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

!013 9:06:4

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.

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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: 5/7/2013 11:57:16 PM

!013 7:58:3

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta 1699
Comments:I was going through security at Logan airport and one of the TSA employees was cursing and openly complaining about people going through the metal detector before their bags were on the belt. There were children around while he said "I'm so sick of this shit". Maybe he sound find another job then. These people need to watch their mouths and act professional.

Caller wants to file a complaint. He has worked for United Airlines at ORD for 16 years and it happened at 12:28 PM today, Terminal 2. Employees go through the WTMD. The person in front of him had on sunglasses and he was asked to remove his glasses. As caller went through the TSO was an older guy with glasses and asked him to look into his eyes.
He showed his ID and as he was walking through the TSO told him he should look at his eyes. He is Hispanic and the TSO was white and he was only asking people who were not white. He said 5 white people went through and barely saw his ID and he doesn't think it is the procedure.

Response:
Transferred to MB

:013 1:38:0 The caller was transferred to me via Sandy. The caller is a United Airlines employee and has been employed by them for approximately 16 years at O'Hare. The caller stated that today, 5 8 13 at 12:28PM CST he went through the employees line at terminal 2. The caller stated that he walked thru the metal detector. The caller stated that whenever he went through the metal detector a TSO ordered him to look into the TSO s eyes. The caller was taken aback by this order. The caller stated that the TSO barely looked at his ID and boarding pass. The caller made the comment that he was already looking in the TSO s face as he was walking thru the metal detector. The caller stated that the TSO was a white male approximately 6 feet tall with grey hair and glasses. The caller stated that he felt uncomfortable with this request. The caller stated that as he was sitting and putting his shoes back on, he observed the TSO s screening other employees. The caller stated that the TSO only made this request to non white employees. The caller also stated that the TSO barely looked at the boarding passes of the non white employees as well.

I advised the caller that he would need to place his complaint in writing before TSA could look into the matter. I obtained his email address and advised him that I would be forwarding him a link or email with instructions on how to file the complaint. The caller also informed me that he did not request a supervisor as he was going into work and felt that he did not have time to wait for one. I obtained the caller s email address and advised him that he would receive information on how to file a complaint today.

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8 MAY 2013

TSA

To Whom t May Concern,

This morning, May 8, 2013, my flight crew and I encountered one of the worst TSA experiences in recent memory. I have been led to believe that TSA video records the security checkpoints, and I certainly hope so, because someone needs to review this particular agents conduct. If she is not trainable, she should be let go.

!013 2:00:0

I was the captain of a crew of five, all dressed in our airline uniforms with ID prominently displayed. We were attempting to pass through the Concourse B security checkpoint at Philadelphia Int'l Airport at about 4:10 AM.

The previous evening, I had asked a TSA representative which checkpoint would be open either 24/7 or very early, as we had a 4:45 take-off scheduled. They said that it had been "C", but now it was the "B" checkpoint.

So, here we are at the "B" checkpoint, which is supposed to be a 24 hour checkpoint, at 4:10 AM. As we approached the screening area, a TSA rep started yelling that she wasn't ready yet and go to C. She was waving the gray plastic trays around for no discernable purpose. There were two screeners manning the portal, one seated at the x-ray machine operators chair, and numerous others in the background. I tried to ask her if she was talking to us, because she never looked at us, just waved the trays in the air and seemed to be yelling to no one in particular that she wasn't ready. I asked her to look at me so I could talk to her but she refused. Meanwhile, another, non-uniformed employee passed us by, went through the metal detector, and continued on their way. Still, she would not allow us the courtesy of a face to face explanation, let alone, passage. She called for a supervisor. I was, frankly, relieved to hear that, but when he showed up, he too, said they weren't taking any passengers and we had to wait. Recall that I said we were all in full airline uniform, with ID! I asked him, "What part of this outfit makes you think I am a passenger?!" Then, two more non-uniformed employees passed us by, went through screening and departed.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/8/2013 10:40:42 PM Airport : SAT - San Antonio International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Terminal with American Airlines TSA Employee: (If Known) :
!013 8:29:0 Comment : I flew out of San Antonio back home in February. I went to a line that had a metal detector, not a scanner. When I was ready to go through the detector, I was guided to the scanner. The gentleman in the scanner line was sent to the detector. This is ridiculous. Get rid of the scanners.
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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/10/2013 9:09:18 AM

!013 10:00: Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):PHL terminal C screening. 5/19/2013 8-8:30 AM
Comments:While traveling with my adult daughter who has autism we encountered the incompetent and rude tsa screener (b)(6) After going through the metal detector there was a very long delay which caused my daughter to scream a lot because she was separated from her personal possetions. We explained her condition and requested they move her backpack ahead, but (b)(6) refused. We asked to speak with a supervisor, but the supervisor refused. It is unfair to other passengers as well as those with disabilities to be treated this way. We were only requesting a small accommodation that would not cause any security issues. The refusal of the tsa (b)(6) to provide assistance should not be tolerated. The supervisor refused to talk with us. TSA needs to have procedures for dealing with individuals with autism. We will be sharing our experiences with the greater Autism community. This is not the first time we have had such problems with TSA airport screeners who do not know how to handle individuals with autism. I can only assume they do not receive any training.

I was blown up by a road side bomb in Afghanistan and it injured my back.

I have a morphine pump that is implanted in my abdomen to control my pain.

The device is made of metal and it always sets off the metal detectors.

It's incredibly embarrassing when the TSA agent tells me to pick up my shirt so he or she can see where the pump is implanted.

I avoid flying as much as I can because of this.

I carry a medical card from the pump manufacturer that states I have a device in my body but the TSA always does a full pat down and body screen with a hand help metal detector.

:013 10:00:

Is this the best treatment I can get from the TSA?

I don't like people staring at me.

Thanks

(b)(6)

Sent from my iPad

Hello,
I have some question about my rights as a working airline crew member. At airports without Known Crew Member must I submit to a standard pat down or do I have the right to a modified pat down? I have a knee replacement so I WILL set off the metal detector, and I choose not to use the new screening technology. What are the proper procedures? Until recently I was given the modified, but lately I have not been extended this courtesy. I appreciate your time and look forward to your answer.

:013 12:04: Thank you,
(b)(6)
USAirways

Sent from my iPad

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.

2013 2:07:1

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.

EID (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.

(b)(6) 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.

2013 2:19:(Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.
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.

To Whom It May Concern:

On Wednesday, May 7, I flew on Southwest Flt. 504 from Newark airport (EWR), Terminal C. I was escorted to Security in a wheelchair at around 5:30 p.m. When I reached Security, the agent manning the line motioned for me to go through the full body scanner. I declined, and asked for the pat-down. He ignored me, and let five or six people pass through the scanner and/or metal detector. The agent's name is (b)(6) I was unable to get his badge number.

He then turned to me and directed me to put my carry-on, purse and shoes on the belt, but did not call for a female agent. I said that I would wait until I was ready to go through the pat-down, so that I would not have to let my personal items be out of my sight. He then continued to ignore me, letting many more people through the security procedure, and made no attempt to get an agent to attend to me. I then asked if he would call the female attendant, but to no avail. He turned away, and did nothing except let more people through.

Eventually, a female agent turned up, (b)(6) whom I recognized as the same agent who gave me the pat-down a month earlier on a different flight. She stood on the other side of the glass half-door from where I sat in the wheel chair, but (b)(6) still would not open that door to let me through. Finally another agent showed up next to her, saw me sitting there, and let me through.
2013 9:04:4

(b)(6) was friendly, thorough, yet gentle, and she is to be commended for her professionalism on both occasions. (b)(6) on the other hand, was hostile, snarky, disdainful, disrespectful, and lacking in compassion for the handicapped and for humanity in general. It was blatantly obvious that this man was on some sort of power trip. I am seriously considering filing a lawsuit under the Americans with Disabilities Act for the harsh and discriminatory treatment I was subjected to by him. This agent needs to be dealt with appropriately, and I would appreciate your feedback.

Thank you,

(b)(6)

Las Vegas, NV 89134
(b)(6)

Disability Description: The caller broke her wrist and arm. She has a metal implant.

Information Request: The caller wanted to know how she would get thru the checkpoint since she had the metal implants.
The caller said that she was told if she had a letter from her doctor she would be ok.
She said she was on the TSA website and it said she only had to present a card.
The caller feels the TSA agents are thugs and unprofessional.
The caller said she feels the patdown is degrading.
She stated I should watch the way they act, and she does not want them patting her down.
The caller stated she will probley will not fly anymore if she is going to have to be groped and degraded.
She asked where she would file a complaint after she is groped and degraded.
She wanted to know if anything would be done with her complaint if she filed one.

The caller said she would not be groped and degraded and then disconnected the call.

2013 2:09:1

Response Details: I told the caller if a passenger has metal implants, such as artificial knees, 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. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.
I told the caller the TSO will use the backs of hands for sensitive areas and the front of hands for non sensitive areas during the patdown.
I apologized to the caller for the concern and advised the caller she may request to speak to a supervisor at the checkpoint.
I told the caller if she refused to have the additional screening she will not be allowed to enter the secure area of the airport or board the flight to travel.
I told the caller she could call back if she had a complaint and I would help in document her information.
I would then provide the to the correct department.
I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.
I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

Information Request: They would like to avoid their experience from the previous flight. How can they better prepare for the screening process?

Response Details: 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.

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.

2013 5:32:0 If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor 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 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

The caller opted to file the formal complaint. So I am emailing her that information as well as the screening process for the autism spectrum.

Incident Details: They had a bad screening experience recently at CLT. They were flying to Orlando. She set off the WTMD. They separated her from her son. Her husband was attending to their 2 year old. So he could not give their son his full attention. He was running around on his own while she was finishing her screening. At the end she was subjected to a patdown. She had to lift up her shirt in front of the other people at the security checkpoint. She did not know that she could request a private screening. The TSO stated that if her son touched her he would have to have a patdown also. A supervisor pulled the TSO to the side and corrected her. The TSO s were courteous and trying to help resolve the situation. But they were bringing more TSO s in to help which was causing her son more stress. She would like to make a formal complaint if it can help others avoid the same situation.

5-11-13 6:30 pm Tulsa time

From (b)(6)

I very much hope that you can help me with an important lost valuable item.

Upon my arrival home in Tulsa just now as I unpacked, I realized that I did not gather my Ipad from the security bin. I have been calling 718-662-5043, and I have not been able to speak with an individual. I left a message at that number with information on my forgotten IPad.

I came thru LaGuardia TSA security this morning, May 11 close to 10:30 am. My carry on/shoes & Ipad went through the line to my right, and was directed toward the center, to the left of the closed rotating scanner to simply walk through a metal detector (?) gate. I was flying out on AA #397 from gate D-5. The Ipad was in a bin by itself and has a simple black case on it. The case is the sort that you slide the ipad in and then it snaps at the bottom. Then the cover folds over (It is plane-
2013 9:09:3 Jane). I am sure you can imagine my angst about leaving this item as it has work and personal archives stored in it. When the power comes on, there is a silly split photo of my daughter, who is 20 and has long straight brown hair. I do hope someone can get back to me asap.

I will certainly cover insurance & shipping expenses back to OK as soon as that can be arranged.

I thank you sincerely for your efforts in my behalf. And I promise to brag to the world about TSA helping get my property back to me!!! It seems to me that you guys take a bad rap too often.

(b)(6)
HYPERLINK (b)(6)
(b)(6)
Tulsa, OK 74135

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.

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
2013 8:34:((b)(6) will be given a choice.

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.

The agent could easily have checked my beltline without making me remove the belt, which is not designed to be removed from the shorts. It is very difficult to thread through the beltloops as it is flimsy and can't be pushed through the loops like a

I was assisting my 21 year old special needs son yesterday at the Philadelphia airport (Terminal B). When we went through security at approximately 3:00 p.m., I was designated for a supposed "random" physical search, despite the fact that I did not have a boarding pass, only a gate pass. When informed of the mandatory search, I immediately told the TSA agent that I was accompanying my special needs son, who had already passed through the metal detector, and requested that he be able to
:013 10:12: be close to me while the search was conducted. My request was ignored and my son was required to stand approximately 20 feet from me and we were not allowed to communicate. The process resulted in my son not understanding what was occurring, him fearing for his safety, and him being left alone and without assistance while I was searched. Afterwards, I was not able to calm him, or convince him of his safety. He was not capable of boarding his flight.

While I understand the need for searches at airport security checkpoints, I would urge TSA to consider modifying procedures when people with disabilities are involved.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/13/2013 9:12:08 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Terminal a
TSA Employee: (If Known) :
!013 10:12: Comment : There should be another option for pregnant women. Instead of having to be scanned by a machine that you have no idea why exactly is happening, pregnant women should be able to use the metal detectors only. The only other option is being publicly molested by an agent? This is ridiculous and not ok. There isn't even any clear information about the technology and whether it will hurt the baby. I am completely shocked that this is legal.
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 is wanting information on why their equipment was taken out of the luggage. It looks like a big battery but it is a metal detector. This was taken out of the checked luggage but there was not a NOI within the bag.

CCR informed her:

2013 1:24:5 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. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

We can forward the flight information to the airport directly when ever she recieves this from the 2 individuals who flew.
I am writing to you regarding two separate employees of the TSA that I experienced, both through the Jet Blue terminal last week. On Wednesday, May 8th I had a flight that was departing at 5:00 p.m. enroute to Boston/San Francisco. I have had a total knee replacement and notified your person as I passed through the metal detector. I was asked to step into the little booth area and wait. I was approached by an Asian woman, dark, bob type hair do, medium build-She did not speak to me, but rather grunted. She took my tray of personal belongings, id , ticket etc. Later I was called over the intercom to return to pick up personal belongings. I approached a gentleman and asked what it was. She walked by me, literally, and said I left my id (first, I didn't leave it, she failed to return it to me). I asked the gentleman where I picked it up. He said that she was probably going to get it. I mentioned to him that she was the most miserable human being I had ever encountered. He said maybe she was having a bad day-NO EXCUSE! Miserable people like this do not deserve to have a job of this nature. They are employed by the people, and if they can't treat people with common respect, they don't deserve to have a job that many other happy individuals would surely love to have.

Unfortunately, my plane did not depart that night and the following day, Thursday, May 9th I had a departing flight at noon. Again, through the Jet Blue security area. I was again waiting in the booth. An African American woman, short, with glasses approached, but I actually wasn't sure where she was going. She was moving at a snails pace. This is not an exaggeration. Sauntering, slowly toward me. She slowly walked me back to the station, had me put my arms out, and proceed to yawn, the longest yawn, directly in front of me…inches away.

2013 8:36:3 It is clear that your agents, at least in this area of the airport need additional training and customer service.

I would appreciate a response from your agency. Thank you.

(b)(6)

(b)(6)

I am writing about an experience I had today while flying. I was leaving Orlando, Florida and returning home in Denver, Colorado on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply has not been around long enough to understand the long-term health risks it may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it and how he was going to do it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

2013 9:13:0

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the X-ray.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not on the no-fly list." and then walked away.

This was very insulting. I'm a very well-behaved flier, and I have never had any run-in with any kind of law-enforcement aside from my wife getting a speeding ticket once. I pay my taxes, I vote, and I'm a generally upstanding citizen. I don't see why exercising my right to a pat-down is something that should indicate I should not be allowed to fly ever again. I found this agent's behavior extremely rude and unnecessary When he walked away, the agent that performed my actual pat-down shook his head and said "sorry about him."

Phone: Cell: (b)(6) Home: (b)(6)
Mailing Address (b)(6) Los Angeles, CA 90062
Email: HYPERLIN (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible including the name of the air carrier, if this occurred at an airport.
On April 23.2013 around 11 am in Austin, TX airport flying American Airlines departing to Los Angeles, CA. On this morning I was traveling with two carry on suitcases my traveling was for only four days due to grandfather passing away. After entering TSA security I was asked by (b)(6) if on that she look into my suitcase. After looking in suitcase Security (b)(6) found items which was asked to throw the items away since everything was under $10, Security (b)(6) then stated "I would have to place your luggage on metal detector again." I said go ahead she walked away and placed luggage on the detector as she return I notice another lady of difference opening her suitcase to place either her lab top or something back into the bag. I then notice lite green bottle container which seem to be the size as the face lotion
Security (b)(6) requested I throw away. After (b)(6) return to me I asked her to look at the lady suitcase why are those items ok but not my face lotion. Security (b)(6) then stated "that I am not worried about her I am worried about you." I then asked her to please explain why it is ok and not me again. I then stated that to Security (b)(6) I am not upset of the items going into the trash if it is a rule then it is a rule but I think it should be a rule for everyone no matter size or race.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

On April 23 2013 approximately 11am
:013 10:21: Ended around 11:55 am

Where did this happen?
Place: Austin Airport
City: Austin
State or County: Texas

Who treated you unfairly?
Security Agent (b)(6)

I have not spoken with any Customer Service manager or agency I wasn't given any information to contact Customer Service Manager the Austin Police gave me a white index card with a phone on there. I called and directed to fill out this form for a complaint.

Additional information:
I then asked Security (b)(6) since you are unable to tell me why it is ok for the lady items to go through and not mine, can you bring someone over who can answer that question for me? (b)(6) called her other co-worker over and I then started to explain. I asked your coworker if she can explain a question to me and was not successful doing so. I explained to (b)(6) that I feel that (b)(6) was not fair because I asked (b)(6) to glance at other lady's suitcase and she immediately said, "I am not worried about her I am worried about you." I then expressed to her coworker that I felt (b)(6) was racist for making the comment "I am worried about you." I feel (b)(6) could have handled the situation a little better.

(Resending this after being told that it cannot be forwarded to the appropriate place due to not including the airport from which I departed, a detail I've added)

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Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

2013 8:23:0

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the metal detector.

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Caller flew to Seattle from NY. She left Seattle and the metal detector beeped. She had two suitcases and she flew from SEA to BOS to Albany
She got home and went to get her medications and there were TSA locks on it. There were no locks on her suitcase before.
She had to cut the suitcase to get it open because she needed her medicine.
She wants to put a claim in for this suitcase cause she can t afford to replace it. She found the form and it s requesting witnesses and she has alot of questions regarding filling out the form

2013 5:48:5

Caller Advised:
Please contact the Claims Management Branch (CMB) at 571-227-1300
They may give more information for filling out a claim
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

!013 11:24:

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.

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.

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.

2013 9:09:5

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.

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/17/2013 8:18:47 AM Airport : ORF - Norfolk International Date/Time of Travel : 05/16/2013 7:00 AM Airline & Flight Number : Delta Flight 1183 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :

Comment : Yesterday morning I was late in catching my flight which left at 0700. I had developed an upper respiratory infection over the previous 24 hours and had gotten the math mixed up in my head, instead of arriving at the airport an hour and a half early I left my house an hour and a half early, arriving to the airport an hour early. I immediately realized my mistake upon arriving to the airport, and I am the type of person who is never late, I am always early, and if I am running late, it usually just means I arrive on time with everybody else, so I was very anxious about making my flight. I do not usually travel at this time of day or on this day of the week, so the airport was much more congested than I am used to, especially at the security check point prior to going to the gates. The amount of congestion increased my anxiety somewhat because this trip was a special trip. For the first time in 2 years I was going to fly one way in order to move my husband back to Virginia Beach. Luckily they had a great number of agents working and all lines open, so they were able to cycle through the line fairly quickly. I went through the expert traveler security line because I was traveling alone and I travel frequently because my husband lived in Oklahoma to go to school, and my job is in Virginia Beach. I had my laptop pulled out in a separate bin, my liquids were in a clear plastic bag and out where they could see them, my shoes were off, I had taken my sweatshirt off so I wasn't wearing any baggy clothes, and I had removed everything metal on my person including my watch only leaving my wedding band, which I refuse to take off. My belongings actually made it through the xray before I did due to the metal detector being backed up, and the gentleman in front of me voiced some concerns because the bins on the other side of the xray machine were starting to run into each other and his laptop had flipped out of his bin into the floor. This concerned me greatly because my husband had just gotten me a new laptop for christmas, and it was in a bin in the area that was starting to get stacked up. The gentleman in front of me notified some TSA agents of the situation and they went and rearranged the bins and removed some things from the belt to make room. When it was time for the man in front of me to go, he set off the metal detector because he had left his belt on, so he had to go back and take off his belt and send it through separately. In the mean time the TSA agent signaled me to go through the metal detector. I went through with no problems, it did not alarm, but the man had me stay there for further screening. I didn't think anything of it because I had been randomly selected for further screening before, even though I was running late it just consisted of them using a metal detecting wand or something equally quick and easy so I wasn't overly concerned, but I was watching the clock because by this point it was 0630. A female TSA agent escorted me to an area a few feet away from the main screening point and informed me that she was going to have to pat me down. I have never had this type of screening done before, and I don't understand why I had to this time. I was wearing Victoria Secret yoga pants, which are spandex-like and form fitting, and a T-shirt, nothing that was baggy since I had removed my sweatshirt and sent it through the X-ray machine, so there was no way I would be able to hide anything in that outfit. I allowed the agent to pat me down however, simply because I needed to go or I was going to miss my plane, and I figured it would be faster to just do that, than to try and argue that it was completely unnecessary. After she finished with that, a male TSA agent came over and asked me which luggage was mine, so I started to walk over so that I could show him, and he blocked my way and told me not to move from that spot and just describe my luggage to him. I did so, but I was getting pretty frustrated by this point, and very anxious. He asked me why I was so anxious, and I explained that my flight leaves at 0700 and they are likely already boarding right now. He told me that I had plenty of time, and not to worry. They pulled my belongings over and asked me if that was all of them, I told them that it was, and they asked me for my plane tickets. I stepped forward to point to my sweatshirt pocket, and again the TSA agent blocked my path, and told me just to describe where they were at. They pulled out my tickets to go over them. I do not understand why they would have to do this since they had already checked my ID and my tickets at the first part of the security check point. Are the people checking IDs and tickets not qualified to be doing so? Why are they checking them again? Then the TSA agents informed me that they would have to go through all of my belongings one by one and inspect them. This upset me greatly. I'm already running late, and this is a huge invasion of my privacy. The man starting pulling things out of my suitcase and the first couple of things were my computer and phone charger cords, and my flip flops which I had chosen to pack instead of wear because they are flatter than tennis shoes and take up less space in my suitcase. The are Reef brand flip flops and for some reason that particular brand thinks its "trendy" or "cool" to have bottle openers built into the bottom of the shoe. The man that was going through my suitcase showed my flip flops to the man that was standing with me talking to me, and I explained to them about the brand and what it was, the TSA agent standing next to me stated that he also had a pair like that and we started talking about how foolish and unsanitary it was and how now they even started putting small flasks in the bottoms. Then the TSA agent that was going through my suitcase got to the main part of my suitcase and started pulling out my undergarments. I started to voice my frustration and displeasure and he told me "It's okay, he has 3 granddaughters." This older TSA agent seemed like a very nice man, but I don't care if he has 50 granddaughters, he is not my grandfather and he does not need to be going through my panties, especially not in front of all of the other passengers going through security. The only person who should be seeing my undergarments is my husband. I started to get very upset at this point, because it is very frustrating and humiliating to be treated this way like I was a felon, which for the record I don't even have so much as a speeding ticket on my record, so I starting to cry and cover my face and a female supervisor came over to me and asked me why I was so upset and crying. I explained that I was afraid of missing my flight and how wrong I thought it was that I was being treated this way with a strange man going through my undergarments, and she told me, "At least he isn't holding them up one by one." Like I should feel lucky that they are being more discreet than that. The the older TSA agent again showed the female supervisor my flip flops with the bottle opener on the bottom, and I again explained that it was a dumb thing that the brand built into the shoe. She 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.

!013 10:03:

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:

!013 10:22:

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 .

For your review and action as deemed appropriate (b)(6) applied to the Redress program on 05/02/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

:013 12:02:

Traveler Information:

Name: (b)(6)

Address (b)(6) University Place, WA 98466

Email Address: (b)(6)

Phone Number: (b)(6)

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.
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.
2013 1:19:2
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)

-----Original Message-----
From (b)(6)
2013 2:00:0 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:

INCIDENT REPORT

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 5/17/2013 4:08:09 PM Airport : ORF - Norfolk International Date/Time of Travel : 05/16/2013 7:00 AM Airline & Flight Number : Delta Flight 1183 Checkpoint/Area of Airport : Security check point TSA Employee: (If Known) :
Comment : I filed a complaint early this morning about how I was treated at the security checkpoint. I was told that I was chosen for additional screening and they proceeded to pat me down and go through all of my belongings. I did not set off any alarms at the metal detector, and my luggage could not have been the reason for this additional search and screening because they did not know which one belonged to me prior to patting me down. I requested a response and received an automated
2013 4:53:2 email telling me that I must have set the alarm off to require such extensive searching. This was not the case at all. I believe this was an unlawful search and that they infringed on my rights. I am extremely unsatisfied with an automated response and need to speak to a TSA representative. If I do not hear from a TSA representative I will be contacting a lawyer for what I believe was harassment on the part of the TSA agents.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/17/2013 4:27:18 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/16/2013 5:45 PM Airline & Flight Number : Icelandair FI610 Checkpoint/Area of Airport : Customs TSA Employee: (If Known) :
Comment : For the past 16 months I have been taking Forteo which is a medication which cannot go through X-ray screening. Each time I go through screening I must ask for hand screening. In 20 or more TSA screenings that I have gone through in this time period, I don't think I have ever found consistent treatment. Yesterday for the first time I was required to carry it through the metal detector portal. There is always a lot of confusion and running around. Some will tell me they can't do that.
2013 8:10:3 Others seem to just make something up. Training is seriously needed 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

I am writing to file a complaint concerning an agent of the Transportation Security Administration (TSA). Here are the details of my encounter:

1. On Tuesday, May 14, 2013, at 10:00 a.m., I was scheduled to fly from New York (JFK) to San Francisco (SFO) on Delta 1765.

2. I passed through the TSA security checkpoint in Terminal 3 at JFK at approximately 8:30 a.m.

3. Before I passed through the metal detector, Officer (b)(6) asked me if I had anything in my pockets. I patted my pockets, found them to be empty, and shook my head "no."

4. I then walked through the metal detector. Officer (b)(6) was clearly angry about something and made me go back and walk through the detector again.

5. Before I passed through the detector a second time, Officer (b)(6) asked me again if I had anything in my pockets. I turned my pockets inside-out to show him they were empty.

6. At this point, Officer (b)(6) started yelling at me for not communicating with him orally -- even though I did not know I had to communicate with him orally. He accused me of trying to be "sarcastic" through my physical gestures -- even though I was simply trying to show him, physically, that my pockets were empty. He brought his face, contorted with anger, to within inches of mine, like a drill sergeant in the military.

2013 3:33:5

7. I felt very afraid for my physical safety during the time that Officer (b)(6) was berating with me; he struck me as psychologically unstable. (If he ever does anything in the future to another passenger or to a fellow TSA employee, this message will serve as evidence that TSA received warnings and complaints about Officer (b)(6)

8. After I passed through the metal detector and collected my belongings, I remarked to my boyfriend that I did not like TSA agents engaging in power trips.

9. After my boyfriend and I exited the screening area, Officer (b)(6) abandoned his TSA checkpoint post, chased us down inside the terminal, and started yelling at me for my "power trip" remark -- which was not even directed at him, but heard by him because he was eavesdropping.

10. I felt afraid and menaced by Officer (b)(6), especially since he had left the TSA area and was in the main terminal with me. I did not know that TSA agents are allowed to abandon their stations to yell at passengers in the main termaini.

11. Although Officer (b)(6) did not make any remarks to me about my race or sexual orientation, I will point out that I am Asian-American and gay and that many observers can notice this about me in casual interaction. I do not know whether these factors played a role in his decision to harass me, to berate me, and to chase me down inside the terminal -- well past the TSA checkpoint, which he abandoned -- to yell at me.

I would like to receive a written response to this complaint. Here is my mailing address:

(b)(6)

From: (b)(6) On Behalf Of (b)(6)
Sent: Sunday, May 19, 2013 3:09 AM
To: TSAExternalCompliance
Subject: Complaint to body scan opt-out treatment

(b)(6)

(b)(6) Burbank, CA 91506

2013 3:34:4 HYPERLINK "(b)(6)

On Tuesday, 4/30/13, around 11:30am, at LAX in Los Angeles, CA, I was at the security checkpoint for American Airlines economy section. All passengers were to go through a body scanner--however, I noticed that the first class passengers on the other side of the glass wall only had to go through a metal detector. Near the front of the line, I informed a Hispanic or Caucasian or Islander male TSA agent in his 20s-30s that I was requesting a pat-down in lieu of going through the scanner. He asked me to wait in front to the side, precisely where all other passengers would drop off their items on the conveyor belt and walk in front of me into the body scanner. This felt uncomfortable like I was in the way and subtly encouraged to just go in the scanner like everyone else was doing. The agent had generically called out for a female agent assist. I waited for several minutes when I made eye contact with the agent again, and this time he made a more concerted effort to get a female agent over to do the pat-down. This is not the first time I felt an unjust wait to move through the checkpoint when refusing the body scan. I paid my ticket like every other passenger and I am entitled to get through security as fast as anyone else. I suggest the TSA needs more organization to execute this common-sense service. After approximately 5-10 minutes (which is extremely long given my position in the midst of a crowd of people), a female agent became available, and the male agent I had spoken with as well as another one then called out "Lockdown!" several times so everyone at the checkpoint could easily hear. It was horribly humiliating. I had done nothing wrong, merely wanting to avoid the invasion and x-rays of the body scanner and yet I felt like a potential security threat, when I had done as much as any other passenger going through security, and no one was calling out lockdown each time the first class passengers went through security, as they weren't going through body scanners either. I felt completely discriminated against and degraded for my rightful choice of an alternative security method. I should have been able to go through a metal detector like the first class passengers as my luggage perfectly checked out too... I took off my shoes, sweater, pulled out my laptop and baggie of liquids all less than 3 oz.; it's like nothing I do is enough to be considered who I am--just a person flying to the midwest to see family. The experience was awful and makes me want to avoid flying whenever possible. The TSA should never call out tense words like "lockdown" on ordinary passengers. We should all be treated with dignity and respect--innocent until proven guilty comes to mind, yet I felt guilty until proved innocent.

Witness:

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
2013 8:24:(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 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 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
2013 3:30:1 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.

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Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/20/2013 5:11:29 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 507 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2013 8:12:4 Comment : There was no one checking ids for precheck. Meanwhile the X-ray and metal detector workers were just waiting for passengers without anything to do. It took 15 min to get they precheck. It should have been 30 sec. Meanwhile the main lines were stretching out the building.
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

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:
Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.
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
2013 9:06:1 Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598Thank you.

I told the caller I cannot tell her what the results will be, but that TSA does take disability complaints very seriously.
I emailed this information to the 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.
Passengers may register a concern or complaint with security through the TSA Customer Service Manager (CSM) or TSA supervisory personnel at each airport.
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.

Referred to CSM and ODPO per Amber.

Good Morning

Normally when I fly, I have nothing but respect and accolades for the employees of TSA. This morning I flew through LAX and really have to complain about the TSA staff at LAX. As a member of the military I am authorized to utilize the pre check lane at airports that have pre-check(according to your website). This morning when I asked where pre check was I was directed to the same line as every other passenger. When I asked the screener at the metal detector where the pre screen was he pointed to the far corner of the security area, and I asked why when I asked I was not directed to it. He asked why would I be authorized to use Pre-check if my ticket does not say it. I explained to him that I am a member of the military and have a CAC card. He told me that my military id makes me no more special then anyone else and that I cannot use pre check. I told him I have used it in the past at Charlotte, Atlanta, and Honolulu. At that point he got a Supervisor over and I asked about Pre-check and the Supervisor even said I could not use pre check, he said someday the military can use it but right now they cant.
!013 10:02:
Although I am not going to make a stink about your employees comment about me being in the military, I must comment on the lack of training of your staff at LAX. Please if I am wrong, correct me and accept my appologies but if your website says I can use the lane I should be able too. It makes things easier for TSA, the traveling public and myself.

For your information I travelled through the Delta terminal 5 Lax security checkpoint at the 50's gates and went through the first or second line from the left(facing the metal detectors)

Thank you

The caller wanted information regarding the removal of shoes at the checkpoint, and then wanted to know if booties could be worn during the screening. He was upset about the process.

Advised Caller:

!013 10:50:

Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies.

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.

Good afternoon.

My name is (b)(6) and yesterday, May 20, 2013 between 2 and 2:30 p.m., I went through security at Alaska Airlines at SEA Airport with my guide dog.

I was first asked if I would take my guide dog's harness off to which I said "no". I explained that the TSA rules did not require me to take off the harness or the handle, but that I knew they could certainly check it.

2013 3:53:0

I proceeded to put my dog in a sit/stay position before the metal detector and walked through without sounding the alarm before I called the dog through. The TSA Agent at Lane 5 told me that I had to be patted down even though the alarm did not go off when I went through, but because my dog did set the alarm off. I explained that her harness, training collar and such would set off the alarm and that she could be patted down. The agent told me that because the dog was with me and sounded the alarm, both of us had to be patted down. The agent called for his supervisor, and both of them told me I had to be patted down. They did so as I was reluctant to give into something that they were obviously not well trained in, but I needed to catch my flight.

I had flown to Seattle just four days earlier from Burbank, CA with no issue, and told the supervisor that they were not consistent with how they enforced or even knew their rules.

I do believe that memos need to go out to all of your TSA agents (supervisors for certain) regarding service animals as they are not uniformly following the rules pertaining to service animals, and I would appreciate a response with a good reason for the harassment I encountered yesterday.

Thank you very much.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/21/2013 1:57:18 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
2013 3:54:2 TSA Employee: (If Known) :
Comment : Why are some people allowed to go thru the metal detector while others go thru the radiation? How is this determined and how can you explain the unfair/biased treatment?
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 takes medication for osteoporosis. She says that she brought it with a doctor's note to JFK and told the TSO that it could not be xrayed and he used his wand on it. Is the wand an xray?

2013 8:52:4 Advised caller:
(NOTE: The following information is from floor support.)
The wand is a miniature metal detector. It is not an xray device.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/21/2013 6:32:30 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2013 8:27:5 Comment : You did NOT answer my previous question. I am not concerned with the requirements for screening nor am I impressed with your claims for safety. What I am concerned about is the unfairness of allowing some people to walk through a metal detector and while others have to be radiated. I believe that constitues profiling etc. I will never go thru that machine again. You are treated like a criminal and I believe women are targeted for it more than men. I just want to know how you can decide who gets to walk thru a metal detector and who has to be emotionally violated with the radation? I am sure I will now receive the same non answer but I would really appreciate your direct answer to my direct question.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/22/2013 2:29:44 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 05/22/2013 6:05-6:10 Airline & Flight Number :
Checkpoint/Area of Airport : Red 1
TSA Employee: (If Known) :
Comment : I'm an DTW airport employee that has been going through both the North & McNamara terminal for almost 9 years and I have never been treated so rudely as what your TSA agent treated me today. I came through the Red 1 check point about 6:05-6:10 am this morning on 5/22/13. I did not get her name, she is a an African-American female, about 5'10", braids on both sides of her hair, glasses and had a TSA sweater on. Your metal detector that is on the left side of Red 1 is set extremely sensitive so I took my lanyard off to hand it to her to let her know it beeps. She wouldn't accept it, stating "she doesn't handle badges". I had to put my badge in a bin and put it through the x-ray where it wouldn't move due to
2013 4:21:5 the bin not being heavy enough. The other TSA agents that were standing there could not believe that she would not take my lanyard and they just rolled their eyes. Its not fair that this metal detector is always set more sensitive than the others it should be the same across the board. I have never had a problem with any other TSA agent when I've done this and I feel that she should not be working with the public and maybe should have some sensitive training to deal with the general public and be taught to respect the employees that are just trying to get to their jobs. You once had an airport employee line to get through security and I feel you need to bring one back to make it easier on the employees to get to their jobs. It should NOT be an inconvenience to get to your job.
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

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

2013 7:59:1 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.

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.
She would like to have reassurance she wasn t exposed to anything that could bring on another cancer.

013 11:11:

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.
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

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/23/2013 1:45:28 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/23/2013 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Going into A and B gates TSA Employee: (If Known) :
Comment : The tsa agents at the midway gates were extremely rude.
1. We were traveling with our 9 month old. My wife was holding our son, I had the boarding passes and I.D. The agent insisted that my wife hold her own boarding pass and I'd, even though she held our son. He did not let us pass till I gave her her I'd and boarding pass after which he looked at those and finally let us pass. This is how you treat families?
2. At the actual metal detector/baggage screenings, multiple employees did not know how to tAlk with civility when an elderly guy speaking no English didn't take out laptop from his bag they spoke to him in synch a loud voice to remove his laptop.
2013 2:07:2 Others helped the poor old man remove his laptop and communicated with him in his language.
3. When I flew out of Ontario, they had me remove my iPad during screening and run it separately in a bin. When I did that here, again one of those agents said in a very loud and rude voice that I did not need to remove iPad. I spoke up, and she just yelled back.
4. Treating flyers rudely and yelling like this doesn't accomplish anything. I have never had such a negative experience as I did in midway, from multiple tsa agents.
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 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:

2013 2:13:1

-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.

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Response Details: In addition to screening the passenger, canes and other devices must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.

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.

I will forward this information to the CSM at both airports per sup(b)(6) I also requested that if the caller was able to get the other flight information, such as flight number, departure time, and location to call us back.

The caller was unable to note the event ID so I told her to make sure to tell us that she needed to add it to her previous record.

If this situation happens again, you can contact us within 180 days to file a complaint.

I will send an email with information.

Incident Details: The caller has flown through DEN and TUL. She went through WTMD and both times the TSOs have taken away her cane and told her that it had to go through the x-ray. She told the TSO officer that she needed the cane to get through the checkpoint but they refused to do a hand inspection.

2013 5:47:4 She said that they also took her technological devices for x-ray screening and though she can be separated from them they have caused damage to the devices.

The caller is unable to do written complaint because of her disability.

Flight info:
Airport: DEN
Airline: Southwest
Date: July 18,2012

Airport: TUL
Airline: SouthWest
Date: May 12, 2012

The caller has another flight in month and wanted to know what she should tell the TSO if she was told that she could not have her cane again.

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.

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.
2013 4:23:3 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.

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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.

2013 5:10:5 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.

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.

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.

2013 6:38:5

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.

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

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

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Remote Client IP: (b)(6)
Date Time: 5/26/2013 5:01:18 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee

2013 6:10:4

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):This was at the Atlanta airport on 5/24, my flight came in at 4:30 from Grand Cayman on Delta. This incident was at approximately 5:15-5:30 at security after customs and immigration.

Comments:I was not sure which category to put this complaint under, but was very upset at the absolute rudeness of more than one TSA employee. I am 25 weeks pregnant, and visibly pregnant. The two employees manning the line, were very friendly and professional. As we were funneled closer to the security line we ended up in a line with just scanner and no metal detector. I couldn't get anyone's attention to opt out of the scanner. My husband was in front of me and as he went through the scanner told the 3 people on the other end that I was opting out due to be being pregnant. They just stared at me and said that there was nothing they could do. I told them I was not going through the scanner and they replied that I was holding up the line. I said can I walk through the scanner while it is off and then have a pat down? She said "NO!" and then "you need to go to the back of the line and go through another line". At this point we had been waiting for 30 minutes and I told her I needed to sit down and that I was 25 weeks pregnant, she repeated that there is nothing she can do. All of my belongings and shoes at this point were through the machine and out of my sight (thank goodness my husband was there). So, I go to the next line and try to just go up to the metal detector to go through. I was stopped by a male TSA employee who said "what are you doing, go to the back of the line" I told him what was happening and he said, "where are your belongings?" I told him they were on the other side of the machine with my husband, to which he replied "you can't do that!" So, I walked away and up to the metal detector and told them I was opting for a pat down. I was told them by the female in this line (one line over) that I held up the line, and where were my things, my things needed to be with me. The female TSA employee came over and led me to the pat down. She asked if any areas were hurt or were sensitive, and I replied that I was pregnant. Her reply was a large eye roll and "Ma'am I did not ask you to state the obvious." She then asked me where my things were and I pointed to my husband 10 feet away. Then she said that my things needed to be with me. I get it, but you wouldn't let me be with my things!! After the pat down I asked her if that is how we treat people who are pregnant in this country, and she replied, "I just do my job". I could not believe the lack of respect, but not one, but 4-4-5 TSA employees. I left feeling sick, and tired as I did not have the energy with being pregnant to deal with this kind of nonsense behavior.

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.
2013 8:05:0 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.

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.
Earlier today, my 2 boys and I returned to our home in San Diego - via San Francisco airport (SFO) on Southwest airlines. We removed all necessary items, and pushed our items through the conveyer belt. We had to wait quite a while as the TSA personnel were busy with other matters. We finally went through the metal detector, and retrieved our belongings - which included 2 black bags, and 2 trays with other items such as belts, wallet, etc. Later this afternoon, we discovered that my sunglasses were missing. They were dark brown, Maui Jim sunglasses.

2013 8:33:3 Were these returned to lost & found? If not, is there video to see who might have taken these sunglasses?

Please contact me at your earliest convenience. (b)(6)

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.
2013 9:09:0 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.

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.

:013 11:04: 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.

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:

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
2013 5:04:0 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.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 12:03:20 AM Airport : SAT - San Antonio International Date/Time of Travel : 05/28/2013 6:45 AM Airline & Flight Number : Southwest 1733 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :
Comment : When I went through the security checkpoint, I did not set of the metal detector but I was told that I had to go through the body scanner. After I was scanned, I was told that I had to be patted down! A woman with TSA came over and commented that she didn't know why I had to be patted down since I was wearing a light cotton dress and it was obvious I wasn't hiding anything but she patted me down anyways. I wish I had asked for the man's name who was making me do all of
2013 8:29:1 this because he was also very rude and intimated me. I'm a 53 year old grandmother and certainly don't look like a terrorist! I work in law enforcement in Phoenix and understand the need for security but I think this was going too far since I did not set off any alarms and they didn't even bother to search my bags.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 5/29/2013 5:04:54 PM Airport : BHM - Birmingham-Shuttlesworth International Date/Time of Travel : 05/29/2013 3:45 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : While going through the security check at front of the airport I was treated poorly. The man who checked my id and my boarding pass was very kind but when I went to the conveyor belt I was yelled (literally yelled) at by the lady on the other side of the metal detector. First she yelled at the gentleman in front of me because he wasn't following her unclear directions. Then she yelled at me because I zipped my purse before I laid it down on its side inside the bucket. She said "its not
2013 6:07:3 going anywhere quit wasting time and just lay it down already." I did not want to Hebe the contents of mu purse spill so I took the 4 seconds to zip my purse. Then I was selected for a random screening. The lady that took me over to do that screen yelled st me as well because I tried to take my purse and carry on with me. She was very forceful and would not take the time to tell me what was going to happen with my belongings. Both of these employees made the screening process very upsetting to me. I understand the reason for the process but I was cooperating to the best of my ability throughout and yet was not treated with respect or with even decent customer service. I hope these employees will have the importance of customer service and taking the time to explain procedure instead of screaming at everyone for no apparent reason.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 5:01:53 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/09/2013 6:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My friend and I were waiting on line to go through the body scanners, at other airports it seems more random, with some people going through the metal detectors and some through the body scanner, but here at that time everyone was being ushered through the body scanners. I saw a sign saying I could opt out, so I requested to opt out. The TSA agent (a male) seemed very annoyed by my request and a woman TSA agent near by stated something about how I would have to
2013 6:07:3 "wait a very long time" and they encouraged me to just go through the body scanner. I politely declined. At this point my friend had already gone through and was waiting for me on the other side; after a couple of minutes a women TSA agent (not the same one that encouraged me not to opt out) proceeded with the pat down, she was very polite and professional. I then boarded my plane and arrived safely in my destination. I was just offended that I felt my right to opt out was being frowned upon, I was treated like an annoyance and was frankly kind of embarrassed for making a decision I SHOULD be allowed to make. Thank you for your time.
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

I travel to the Des Moines Airport about 3 times annually and almost every time encounter issues with the TSA staff there. About a year ago, after reluctantly going through the scan, I was then patted down. I had initially been fearful of receiving additional radiation but was informed there was no radiation. I was told to either go thru the scan or be patted down. Apparently it made no difference, because both procedures were implemented. The reason? The worker indicated it was "because you have on a skirt."

So the next time, I worse tighter fitting slacks. However, the same thing occurred again, so apparently it was not my skirt. When I questioned it, the TSA worker indicated that's just the way things are. I inquired why I always was made to go thru the scan while some others were not. I was told "it is random." OK, I can understand that. But what I don't understand is why obvious Middle Eastern individuals were NOT required to go through it right before me.

This past week I encountered still another problem. I offered no resistance but stepped into the scan after watching a man ahead of me just go thru the metal detector. After going through the scan, I was abruptly asked what I had in my chest. I indicated I'd had breast cancer and was wearing a breast prosthesis. The girl then asked if she "could feel around it." I was reluctant, but before I could answer, she was already probing around my body in that area of my upper chest. She then felt around my neck (posteriorly), then inquired "what do you have in your pockets?" At this point I became annoyed even more, as people were watching her touch my breast area and now were looking at my legs. I commented that I had "nothing" in my pockets and became frustrated because the pants were a stretchy white denim fabric. I indicated that if something was in my pockets, it would be more than obvious visually as well as on the scan. Then she signaled another TSA worker and insisted
2013 8:31:4 my hands be check (I'm assuming for explosive materials.).

All this time my small purse is available for anyone going thru the line to pick up as well as other personal belongings. I was made to stand a distance away and often my view was blocked by TSA workers to see if my purse was still there. At no time was I offered a private area to be checked, but was humiliated in front of several individuals going through security, most of which were not questioned and many of which did not go through the scan.

I would like an explanation as to why TSA workers are so intent on humiliating women that are already sensitive to having lost a breast and made to stand in full view of other travelers while her breast area is felt. Since there are thousands of women experiencing mastectomy procedures, I'd assume breast prosthesis are fairly common. And most seem to be made similarly, so I'd think TSA individuals would be well aware they were looking at a prosthesis, not some sort of explosive device. There are no wires present or fluid of any kind in this prosthesis, so I am uncertain why TSA individuals feel it necessary to go to such extremes.

What is even more alarming is that the procedure differs from time to time with this experience being the worst. Why do TSA staff feel they have to humiliate women? Even the supervisor I talked to just sounded like a broken record repeating himself that this is what they have to do. Another TSA woman interrupted our conversation and because quite nasty in her conversation, finally glaring at me, leaning into me thereby violating my personal space, and told me to "have a nice day."

Since this experience at Des Moines keeps increasing in intensity, will I next be asked to remove the prosthesis??
(b)(6)

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.

:013 11:11: 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.
Because she is over 75 she may keep her shoes on and light outerwear.
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.

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.

2013 3:53:0

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.

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Feedback Type: Complaint

State: Louisiana
Airport: MSY
Date/Time of Travel: 1pm on May 29, 2013
Airline: Southwest
Checkpoint: Terminal B

Comment: It took 29 minutes to clear security when only 60 or so people were ahead of me. Below are my observations:

- UNMOTIVATED AND INEFFICIENT EMPLOYEES: Only ONE PERSON was checking IDs/ boarding passes at an International Airport. Only 2 scanner belts were in use. All while a minimum of 4 to 6 agents stood idly. They blamed their inability to open more lines on scheduling (and being short one person). However, it didn't look like they needed more people - they just needed to work the job they are hired to do. They also asked me to hold a card for the TSA agent to timestamp. Not only was I not told what the card was for, but I also didn't understand why one of the 5 people standing around couldn't be bothered to use a watch.

!013 12:00: - ON-THE-JOB TRAINING? One person appeared to be training on the job. Why isn't this done in a training program? Why would you have this going on when the lines are backed up? If your mission is to protect American lives, how are you sending someone into a job without knowing what to do? That'd be like pulling someone off the street to perform a medical procedure.

- INCONSISTENT PROCEDURES: They started to cattle people through the metal detectors vs. the body scanners even though we were "older than 8." Airport employees seemed to be sneaking around the system/lines, and preferred passengers were flying through the line since she rotated one for one with the "regular" passengers to the "preferred".

Also, I was unable to submit my complaint in the online format because one of the drop down menus wasn't available for Mac users.

Ultimately, this level of service is unacceptable. You can and need to do better.

Sincerely,
(b)(6)

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(b)(6)
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.

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
!013 12:36: 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.

I just observed a TSA agent in Amarillo, Texas that was very disrespectful towards a child passenger with cerebral palsy that uses forearm crutches to walk. Instead of getting a wheelchair to help him through the metal detector she made him use two canes to walk through– this is very unsafe and disrespectful. I work with people with disabilities and know that this is also risky behavior that easily could have resulted in injury to the child. I spoke to the mother and also suggested that she make a complaint regarding this behavior.

2013 9:17:(b)(6)

Sent from my iPhone

Sir,
On 5/31/13 at RSW (sw regional,fl) I went through the security screening gate at (d) gate at 600am.
I am disabled and have a service dog. When I approached the screening TSA agent I asked him what I should do to get through the secunty gate, He seemed very unsure of himself and what to do. He was an older white male ,tall, with a white mustache and gray hair.
He did not know TSA search policy on service dogs.
He told me to take all the restraints off the dog and have the dog walk through the metal detector in a very busy screening area. I knew he was violating TSA policy and I tried to explain this to him that I can't remove the collar,lease. I requested a Manuel pat down, anything other than doing this.He refused and ordered me to release my dog there by separating her from me entirely without control or restraint. I reluctenaly complied, He was lucky she is well disclipened and did not sprint through security. All the screening of me and my dog was done with the dog separate from me, . Again, I was required to be separated and all restraints ,collars, harness to be

!013 9:08:4

Your agent put me,the owner of this dog,as well as the security of the airport in danger.I could have been held civilly responsible if my dog got scared and bit a person and or another dog that was in the area, Serious traing is need there.

(b)(6)

(b)(6)
Naples, Fl. 34114

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/2/2013 1:53:14 PM Airport : MCI - Kansas City International Date/Time of Travel : 05/26/2013 Airline & Flight Number : Frontier Airlines 815 Checkpoint/Area of Airport : Terminal C Security checkpoint TSA Employee; (If Known) :
Comment : The TSA agent we dealt with on Sunday May 26 was very rude and disrespectful. We think she singled out my wife for her own personal reasons. My wife tried to start a conversation saying "I once got hired for this job", and the agent softly mumbled "It isn't worth it!" and quickly changed the subject and went about her business. As we all finally got through the first checkpoint my daughter overheard her say to another TSA agent (Male) about my wife as she passed through the line "She is rude and she has an attitude and she had nothing to do with her from the start!" Then the TSA agent then noticed my daughter and turned her head and spoke lower so my daughter couldn't hear. Previous to this she questioned my 10 year old daughter as to where are you going? Your age? How long you are going to be there? When my daughter answered with our final destination of Las Vegas the agent was getting annoyed because my daughter didn't realize we first had a layover in Denver. My wife tried to answer for our daughter and the Agent quickly snapped at my wife and said "NO! she needs to speak for herself!" My daughter which had been up since around 4 AM wasn't focused on all the particulars of the trip and relied on her parents to get her to where we were going.

This agent checked our ID's to enter the gate area and as soon as my wife got through the metal detector area (Metal detector did not go off) she left her post and spoke to somebody and proceeded to tell my wife that she needed to be further checked. When my wife asked "Why?" she was told that all women wearing dresses are checked. The dress was closely fitted so you could clearly see the outline of an object if there was anything there. We know for a fact that other women wearing dresses were not checked. We spoke to another female wearing a dress, which also flew out on the same day, who lives and works in the Kansas City area and she told us that she was not searched. She also asked if she needed to be searched and was told no. She and her husband further commented and said "the KC airport TSA agents are rude, and have no customer service skills."

!013 3:14:5

We can certainly understand if women wearing dresses need to be searched, but we feel all need to be searched if that is the criteria as the agent stated. There is a way in doing the searches tactfully and being respectful of the person being searched. We would also like to add that the TSA agent, upon the completion of the screening, knew my wife was upset and was telling me about her experience. She could see and hear that my wife was upset. The TSA agent tried numerous times to interject and look for ways to confront my wife. My wife then told the agent that she was speaking to her husband and looked at my wife and then she walked away. We can certainly understand the role of security and by no means try to underhand the measures in place, but we feel that some people abuse their positional power.
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 a complaint about FLL. Caller states that his wife is 6 months pregnant and her doctor told her not to go through the xray. He says that she requested the WTMD, but the TSO refused and did a patdown instead.

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

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: FLL to BOS
!013 4:11:1 Flight date time: 6 2 6:30 (delayed from 5:30)
Flight #: 976
Airline: JetBlue
Airport: FLL
Gate Terminal: F9
On behalf of: (b)(6)
Email (b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/3/2013 9:07:38 AM Airport : TPA - Tampa International Date/Time of Travel : 06/03/2013 8:00 AM Airline & Flight Number : SWA Checkpoint/Area of Airport : SWA gate. C gates TSA Employee: (If Known) : (b)(6) and (b)(6) a supervisor Comment : Traveling with my family today business select. Family consists of me, wife, 13 yo daughter and 11yo twins. The TSA agent at the screener allowed me and my twins to go through the normal metal detector. The agent then separated my wife and daughter and insisted they either submit to the full body scanner or a body pat down. I objected as I do not want the images or the extra radiation. (I am aware of TSA's position that the scans are safe. I am also aware of the argents to the contrary,). The agent stated that of my wife and 13 yo daughter had immediately followed us, instead of being 10-15 seconds behind us, they would have been allowed to use the regular metal detector. (b)(6) was called and also insisted the pat down of my child was necessary. After much back and forth he allowed my daughter to walk through but insisted my wife submit to full body screen or a pat down. The supervisor (b)(6) was zero
!013 9:59:2 help and took a hostile approach. He stated I needed to educate myself and if I was so concerned not let my daughter use a cell phone. I am used to the lack of customer relations and the inflated sense of authority that many agents possess. Today was a new low. I am disgusted with TSA and the continued disrespect they show the traveling public. To insist a 13 yo girl be subjected to a pat down by a stranger is unfathomable. Furthermore, after allowing my daughter to walk through, having my wife patted down was a pun stove measure. You should have more pride and professionalism in your ranks. Simply disgusting and a new low for TSA. Unbelievable.
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 stated that she flew from Seattle on May 31st and had the worst experience that she has ever had. She provided me with the following information regarding her experience:

She has two metal knees and told the officer that she would set off the metal detector. Instead of having her go through the AIT, he sent her through the metal detector anyway. When it set the alarm off, she had to wait 10 minutes for a female officer to become available to pat her down. When she finally received the patdown, she stated that all of the officers equipment was not working properly and it took 12 minutes to receive the patdown. She was already running late and informed the officers of this. She ended up missing her flight and was very upset. She spoke with a supervisor at the checkpoint, but she was not satisfied with the response she received. She stated that the checkpoint was short-staffed and that they should have had more than one female officer working. She also mentioned that she has heart palpitations and this did not help her condition. The caller does not have an email address.

!013 1:34:5 Airport: Seattle
Airline: Southwest
Flight #: 3742
Went through security on May 31st around 3:00 p.m.
Gate C

Advised caller:
I will forward her complaint to the CSM at that specific location.

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.

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.

!013 2:32:3

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.

!013 5:08:3

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653
tel/fax: (b)(6)
(b)(6)

I'm afraid this doesn't quite answer either of my questions.

For item 1 – I've received confirmation from all three airlines that my Nexus ID was included on my reservations. I absolutely understand that random screenings will occur, but I have actually been turned away from TSA Pre every time I've attempted to use it. Can you confirm that I don't share a name with a suspicious person, and that there is a possibility that I will not be randomly selected on a future flight?

For item 2 – Why does it need to be a female agent? And in the case that I must be screened by a female agent, what is being done to decrease wait time, particularly at DCA? There are very few female agents in comparison to male agents available for screenings at DCA; it's not unusual for 2-3 male screenings to occur in the time I'm waiting for a female agent.

!013 3:54:1 Thank you

(b)(6)

P Please consider the environment and only print this email if absolutely necessary.

Caller went through checkpoint at St Louis traveling to LGA. She wanted to know why it was a practice at that airport that white men go through the WTMD, everyone else go through the AIT. The caller opted for a patdown so she could watch this happening. She felt like she was racially profiled. This happened at Terminal 1 going to the C gate. She was flying on American. Her flight was scheduled at 11:50am but was delayed. She went through the checkpoint at 10am.

I told her that was not the procedure and transferred her to MB.

ZSmith took over the call.

!013 5:06:5 Informed the caller on how she can make a formal complaint. Listed the following things to the caller about the requirements for her formal complaint.
- 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.

Escalating this record and recommending classification as MB Orange.

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.

Flight details below:
Airport: MCO
Airline: Southwest
!013 7:06:0 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 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™. For more information, including enrollment, please visit http:
Tonight I was badly mistreated by two TSA agents at the security checkpoint at Terminal E in Philadelphia. (b)(6) and her supervisor (b)(6) unnecessarily humiliated me, an 8 month pregnant US citizen. I travel OFTEN for work, and every time I do, I am graciously offered the metal detector rather than the controversial, unsafe X-ray-like machine/body scanner. Normally, I don't have to ask, men and women alike kindly and Wisely offer me this option as it is safer for my baby. Tonight, I was embarrassed when (b)(6) screamed "supervisor!!!" as I was speaking to her and getting visibly upset. I began to cry and they insisted on doing a pat down. I told them I didn't want a pat down as the last time I did that, it was an invasive, inappropriate, and uncomfortable experience. I was furious to opt for the X-ray machine. I am livid that I was embarrassed, that my health, safety and dignity was not considered, and that (b)(6) and her supervisor (b) felt it was okay to treat a pregnant woman this way. I would like to see her disciplined, if not fired. This is unacceptable behavior and something that should stop immediately. Pregnant women in this country should not have to choose between putting her baby/fetus at risk and enduring a humiliating pat down. Time to readjust your priorities, TSA!

!013 9:02:0 I look forward to your follow-up.

(b)(6)

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.

!013 9:42:5

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.

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,

(b)(6)

!013 2:23:0

----- (b)(6) -----
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,

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/5/2013 4:14:50 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/27/2013 8:00 PM Airline & Flight Number : Southwest Airlines Flight # 293 Checkpoint/Area of Airport : Special Assistance area TSA Employee: (If Known) : Not Known Comment : (b)(6)

(b)(6)

Atlanta, Georgia 30319
Phone : (b)(6)

RE: T. S. A. INTERACTION WITH PASSENGERS

Dear Mr. Thompston,

This letter is a follow-up to numerous attempts to reach you by telephone. I would like to notify you of an upsetting experience that my family and I had at the Chicago Midway Airport on Monday 27th May, 2013 at 8:00 p.m.

My family and I were on our way back to Atlanta on Southwest Airlines. Since we were travelling with a toddler and a stroller we were taken to the "Special Assistance" area. Upon arriving at that area I was mortified to see the harsh interaction and
:013 6:01:0 overall lack of professionalism that the T. S. A. agents were displaying towards the passengers in front of us.

When it was our turn, my husband (b)(6) folded down the stroller and placed it on the conveyer belt. I had a bottle of water and one of the agents told me to just place it on the belt for it to be scanned; I did exactly as I was told. I then carried my son through the metal detector with (b)(6) in front of me. Just as (b)(6) walked through the detector, the lady monitoring the screen screamed "BAG CHECK!" She was an Italian or Latino lady with her hair in a ponytail. Then she motioned towards him rolling her eyes and said "DO YOU HAVE LIQUIDS IN THIS BAG???" I said "Yes, we are travelling with my 1 year old son and there was juice in the bag for him to drink during the journey" she rolled her eyes and shouted again "BAG CHECK!!!!!" Someone came over and explained to (b)(6) that he would have to be searched because they could not open the juice pouch; he agreed. Just then my water bottle was passing through the monitor. Again, she boorishly yelled "WHOSE WATER IS THIS???? IS THIS YOUR WATER????" I told her that it was, she then yelled "IF YOU WANT THIS WATER GO OUTSIDE AND DRINK IT!!!" I was horrified at how impolite she was and I said to just simply throw it away. I was then told that I too had to be searched for the juices. By this time both (b)(6) and I were fed up with the insolence and we said to just throw the juices away. One of the other agents (an older Caucasian gentleman) tried to explain to the agent that said that I had to be searched (a younger Caucasian gentleman) that (b)(6) had already been searched for the juice, but he simply paid him no mind.

Needless to say, I have never been so indignant in my entire life. After seeing the same treatment to the family ahead of me, I would hate to believe that this type of disrespect is common place among the T. S. A. at the Chicago Midway Airport; what hurts most is that this was being done in an area where there are families travelling with young children, which in itself is already a stressful circumstance.

(b)(6) is from Chicago so it is likely that at some point we will have to return to the Chicago Midway Airport. It is my hope that some form of action is taken so that we or anyone else do not have to endure such a debased experience with the discourtesy displayed by those T. S. A officers.

I look forward to your reply and resolution of my problem. Please contact me at the above address or telephone number.
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.

:013 7:27:1 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.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 6/5/2013 6:20:50 PM
Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : TERMINAL 4 TSA Employee: (If Known) :
Comment : Why is it that TSA insists that I show my passport when takings an international flight ? TSA staff before the metal detectors refused to allow me to proceed until I showed my passport .
TSA website cleary states that a drivers license is all that is needed to board ANY flights. No distinction whatsoever is made for INTERNATIONAL flights. A passport is a document required only for entry to the USA, not to leave the USA. A person can be a legal RESIDENT of a country but NOT have a passport for that country and gain entry to the county only with a residency card. So that being the case why are you asking for a passport ?

'013 8:00:0 If a passenger has issues at their point of arrival, why is that TSA's problem ?

TSA should be involved with security issues not possible immigration or customs issues.

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/6/2013 2:21:08 PM
Airport : CIU - Chippewa County International Date/Time of Travel : 06/01/2013 Airline & Flight Number : Delta 6:25am flight to DTW Checkpoint/Area of Airport : TSA Checkpoint at CIU TSA Employee: (If Known) : N/A Comment : We had a fairly small number of passengers onboard and it took an INCREDIBLY long time to get through screening. EVERY passenger was made to wait before going through the metal detector while the TSA employees reviewed the images of bags going through a scan. I understand that there were new employees being trained but it was completely ridiculous the amount of time it took to get screened. Delta started boarding and folks were going right onto the plane with no waiting after going through the
'013 4:14:0 screening because it was so slow. Going through the checkpoint at this airport has always taken longer than it should because of the setup (which I think could be improved upon) but this experience was unacceptable. There are only two flights/day going out of this airport so managing it to speed passengers through should be easy, particularly with four agents working the screening point.
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

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.

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.

013 12:58:2 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.

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:

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
!013 3:41:0 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.

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.

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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.

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:

013 12:25:0 • 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?

Good morning,

This morning I flew out of John Wayne airport located in Orange County, California. I am currently 12 weeks pregnant and am not able to walk through the AIT X-ray screening. I advised the TSA employee that I am unable because of my pregnancy and that I would need to walk through the metal detector. Your employee did not let me and told me that I need to receive a Pat Down. I told him I do not want a pat down and then he told me I have to because I am choosing not to walk through the X-ray. I told him for the health of my child I have been advised not to. They just kept telling me that I have to get a pat down. Then they went and got the supervisor, her name was (b)(6). She was described to be about 5'5" around 60 years of age with short shoulder length brown hair (b)(6) and one if her associates took me to a private screening room and that's when I became very upset and confused because I found it very inappropriate and inconsiderate that they were performing this. They told me to put my arms up and I did then (b)(6) grabbed my hand and yelled sternly, (without any gloves on, her associate was wearing gloves) "put you hand like this". I pulled my hand away & she yelled "assault" and then threatened to call the Sheriff's department. If anyone assaulted anybody is was (b)(6) assaulting me by grabbing my hand and yelling at me.

Clearly I am very upset. I have flown many times while pregnant, and I was always advised to walk through the metal detectors, never a Pat Down. I am informing you of this because I looked on your web site and it says, and I quote, "Also, AIT
!013 1:12:3 screening is optional and alternative screening is available for all passengers."

Alternative screening being metal detectors.

Thank you

(b)(6)

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 6/8/2013 8:06:43 PM
Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/06/2013 5:00 PM Airline & Flight Number : UA 9772 Checkpoint/Area of Airport : United Terminal 1 gate C5 TSA Employee: (If Known) :
Comment : After presenting my ID and my boarding pass (mobile boarding pass) to the TSA agent checking IDs and boarding pass at the podium all passengers were also instructed by the TSA employee at the metal detector to show their boarding pass but not ID to the him prior to walking through the metal detector. As you can see this is not going to work when you are using a cell phone mobile boarding pass. I had to go back to the conveyor to now put my phone through the x-ray and thus
!013 9:22:3 slow the entire process. I am a frequent flyer and in all other airports this process is not used and it is not necessary. The second check of the boarding pass is redundant and the TSA employee cannot verify the name on the boarding pass to any ID as the passengers ID is now with their carry on going through the x-ray. I spoke to the supervisor working at the time and he indicated that this was a required procedure. Further there were no feedback forms to TSA available at the checkpoints in this airport. I am a precheck flyer with Delta.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 6/9/2013 3:11:26 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, PHL
!013 5:17:1 Comments:This morning (Sunday, June 9th) around 6:30am in the Philadelphia airport, the TSA officers prevented me from accompanying my wife and infant son through the security checkpoint. They said I had to take a different route through the scanners, and when I said I opted out and would like to stay with my family, they made me go through a pat down screening instead of letting me follow them through the metal detectors.

The TSA website clearly states that parents of children who cannot be screened may opt out to stay with their family. Quoting from the TSA's "Traveling with Children" website:

"Parents carrying infants or children cannot be screened by the imaging technology. In addition, parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

There is no mention of "only one parent", yet not one of the TSA employees I encountered in Philadelphia were aware of the policies posted on the primary TSA web-page.

When I complained to the supervisor, he was rude and told me I didn't know what I was talking about. It was clear he had no intention of behaving any differently to any other travelers.

There is absolutely no reason to force a family to separate while traveling. It's already hard enough with an infant; having uninformed TSA agents implementing made-up policies makes travel that much harder.

We traveled through Miami the morning of June 5th and experienced the rudest TSA "officer" yet. I'm sorry that I did not get his name. He was directing us through the metal detectors by snapping his finger rudely left or right with a power-happy smirk and barking that we had to push our belongings onto the conveyor or "the boss would take them away and keep them". He also directed his taunts to busy families with small children.

These check points are humiliating at best, but this was too much. If we had the time to spare I would have certainly filed a complaint on the spot. How can I be expected to believe that travel is now safer because jerks like him are on the job? It's obvious these people know that they have a guaranteed government job that they can not get fired from.

2013 8:27:3

I'll be surprised if this complaint actually gets an individual response.

(b)(6)

Caller just returned home and Maui and she is disabled. The caller had a temporary Hawaii drivers license, elderly affairs picture ID and boarding pass. She was in the process of changing the name. They did not give her back the boarding pass, temporary ID and elderly affairs ID. The Hawaiian airlines agent put her name in and found her seat, because the TSO took her boarding pass. Caller questioned the TSO and he said you must have put it in the folder, which had the itinerary. She remembers the TSA man took her by the wheelchair and was given a wooden cane to stand and go through the WTMD. She was then taken to side for a patdown, because she did not provide a valid photo ID. She gave a grey-haired older man in a TSA uniform, her documents. One woman searched the carry on and another search the caller. This all happened in Kahului around 11:15 this morning. Caller went through 6 marriages and divorce decrees. Caller already contacted the CSM and left her contact information.

Advised Caller:

2013 7:45:1

You may contact the Kahului Airport lost and found at: 808-872-3421. You may also redial the number, select menu option 5 and enter the airport code. We will be forwarding your information to the CSM at the airport.

Airport: OGG
Airline: Hawaiian Airlines
Date and Time: June 10th 2013 10:40AM
Gate Terminal: One security for all departing flights.
Officer: Large framed Grey-haired Older man in a TSA uniform
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
2013 9:10:4 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.

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.

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.

!013 11:30: 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 and internal device.
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.

2013 1:05:1 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.

What happened is he set off the metal detector and they patted him down.
He had a coffee mug in his hand and the Officer told him that he needed to wand him down around the coffee mug while he was holding it.
He wanted to know if the word wand is an actual word or is it an acronym.
The Officer used a black metal stick and went around the edge of the cup.
He is not filing a report with TSA. he only wants to know the name of the equipment.

I asked if the Officer mentioned he was doing an explosives trace detection.

He stated he did that with the swab and gloves.

He stated that he just wants the name of the black stick the Officer used.

I asked if he had liquid in the cup.

He stated he had coffee in the cup.

2013 1:57:2 I asked him if he is not aware of the liquid rule.

He stated he is a pilot and he can do that.

I asked what airport he was at.

He refused to provide it. He said that should not matter and he is not making waves.
He just wants to know the proper name of the stick.

Told him that he can decline telling me, that is his choice.
Since I was not there it would be difficult to say but I am researching and will see what we can tell him.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening.
That would have been likely since it was used around the edge of his coffee cup.

He interrupted and said that was not what was used and he already knows we no longer use the hand held detectors and he will just try to Google it.

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 6/11/2013 1:48:44 PM Airport : DEN - Denver International Date/Time of Travel : 06/10/2013 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : South Checkpoint in Main Terminal TSA Employee: (If Known) :
Comment : I have two separate issues I felt necessary to communicate to TSA. Please note that I no problem with going through airport security and I completely support it to make our travels safe.

1) During identification checking of boarding pass against photo ID, I felt the particular TSA agent that was checking IDs in my line seemed rather cold towards passengers and portrayed that he was unhappy with his job. He seemed like he was depressed and annoyed. That does not make a passengers' experience a positive one when the first TSA agent they interact with exhibits a depressed attitude. It actually made me concern about the agent and if he was even happy.

2) Regarding the imaging technology system, passengers who are hard of hearing or deaf may have difficulty hearing or understanding when it is ok move out of the imaging machine. I myself am hard of hearing and have first hand experience with
2013 2:21:1 this. For me in particular if someone is talking from my side and not visually looking at me or talking loud enough, I may not immediate hear the agent say that I can move forward. Since the imaging machine directs the passenger to stand facing outwards while the agent is to the side, this can be difficult at times. I know that I am not the only one and I am sure there are many people without hearing aids who may have similar problems especially with the increase of hearing loss in America. I suggest that there be initiator lights visible to the passenger of when to stay or move out of the imaging machine and then given permission to continue through by the TSA agent. With walk through metal detectors you are always visually facing the TSA agent who is able provide directions or assistance.

Again these are not really complaints but just suggestion of ways to improve service.
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 said that his bag was searched and the zipper was re-zipped in the wrong position, causing it to get ripped off. He said that there was an NOI in his bag. He said that he always zips his bag so that the zippers cannot get caught on anything and damaged.

I told him that he can file a claim for reimbursement for the damaged zipper and I will send him a claims form package via email. There will be an attached cover letter and instruction sheet with guidelines for filing the claim.

Then, he said that he was randomly chosen for additional screening as well at SAN and another one of his previous flights. He was not happy that he was chosen for additional screening 2 out of his last 4 flights. He asked why he would be chosen for
2013 8:52:4 additional screening.

I told him that there are different reasons for additional screening. Passenger are subject to additional screening if their carry on bags alarm, of they alarm the WTMD, an anomaly is detected by the AIT or simply chosen at random. If he was told that he was selected at random, then he was selected at random.

He wanted a clear number on how many passengers go through before someone is randomly selected.

I told him that random means that there is not a select number of passengers that go through before someone is selected.
Caller wrote a complaint into TSA 6 months ago. Caller wanted to know about cargo pants because he was pulled aside for screenings. Caller stated he flew from Grand Rapids Michigan back in September 2012

Advised caller the following information:
2013 2:11:0
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.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers, athletic warm-up jackets, and sport coats for x-ray before proceeding through the walk-through metal detectors
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
2013 5:27:1 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.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/12/2013 8:42:25 PM Airport : EWR - Newark International Date/Time of Travel : 06/12/2013 6:00 PM Airline & Flight Number : United 679 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am pregnant and did not want to go through the X-ray machine. I told the attendant and he mentioned it was safe but i was not about to take a 21 year olds word for it when my babys health is at stake. A sign with fda information and radiation levels like what is posted on your website would have convinced me but you have nothing posted. So the not so friendly officer screamed out "female assist". I waited. No one came, for approximately 5 minutes. The attendant was right in front of me and showed absolutely no concern for the fact that I was waiting. Neither did the other officers around who saw me waiting. I told them that I needed to go through and they showed absolutely no concern and just screamed out again
2013 8:59:4 " female assist" loudly but to no one. In short, I waited for over 13 minutes (according to my phone) until finally someone came when I insisted I talk to a supervisor. In those 13 minutes, several people were simply walked through the metal detector Because they were travelers accompanying minors with no pat down while i and another pregnant woman waited. After the pat down; I had to run to my gate and was the last person to board the plane. Your lack of signage advising about the radiation of the machine is silly, especially when you do had multiple signs about potential impact to undeveloped film! The lack of systems to get assists other than yelling out to thin air is backwards and clearly ineffective and inefficient, and ultimately, the absolutely lack of concern or customer service mindset of your officers is simply appalling. I hope you take this into consideration across airports. I am absolutely respectful of your work to keep us safe and never complain about any of you measures, but the least you can do is remember that you are paid for by us the taxpayers and at minimum, should act with a sense of urgency and customer service mindset.
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 : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 6/13/2013 5:51:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/11/2013 Airline & Flight Number : US Airways #991 Checkpoint/Area of Airport : Security screening in Customs TSA Employee: (If Known) : multiple, name tags not obvious Comment : Recently diagnosed with breast cancer, I declined to go through the full body scanners. "Opting out" policy subjects you to intimidation, delay, denigration and overall hostility. I was told "opting out" denies the option of the metal detector screener. The "pat down" seems designed to punish you for being a belligerent. The "low grade" radiation exposure they insinuate is "low risk" is anything but. "low grade" radiation lodges in the body instead of passing through like an xray. What is it doing to children and women of childbearing years?
2013 8:30:3 Michael Chertoff et al is making a fortune from the machines. You are irradiating the entire flying public dangerously. Are you tracking birth defects and miscarriage and cancer rates? It would be less galling if you had only stopped the Boston Marathon bomber. I am a 66 yo silver haired 4' 11" female with a NY Irish ancestry. I am not the profile of a terrorist bomber. Screening policy should emulate the Israelis.
This absolute invasion of our bodies in the name of security is far more damaging than the NSA spying. We met New Zealanders who told us no one wants to come to America anymore because of the TSA harassment & irradiation exposure.
I want Janet Napolitano to read this! Her TSA has left a bitter taste to the end of an otherwise fabulous family trip to Italy!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 6/13/2013 10:55:13 AM Airport : MCO - Orlando International Date/Time of Travel : 06/13/2013 9:15 AM Airline & Flight Number : Employee Checkpoint/Area of Airport : Employee Lane Gates 60-99 TSA Employee: (If Known) : (b)(6) Comment : Upon entering the employee lane (I work at the airport) there were a large number of non employees waiting to use the full body scanner vs. the metal detectors the employees use. I Placed my bags on the belt and stood in front of the metal detector for about a half second, the TSA officer (b)(6) did not seem to be paying attention or was distracted. I through the metal detectors, walked past him and was waiting to collect my bags (I did not set off the detector), He yelled at me that
013 12:09: he did not wave me through and that I had to go through again. My response was "Really?!" I think he could have handled the situation much better and making me go though the scanner again when I did not set it off the first time was childish and unnessesary.
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 went through the checkpoint at Redmond, OR at 4:30 am on 6 07 2013. He was flying on United Airlines flight 6351. He had a double set of rental car keys in his back pocket on a metal ring. . He wanted to report that the keys did not set off
2013 1:25:4 the metal detector.

I advised him that I would forward his record the security.

Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Complainant: (b)(6)
(b)(6)
Spring, TX 77379
(b)(6)

re: TSA Complaint
Security Checkpoint
Terminal 8
Bush Intercontinental Airport (IAH)
:013 12:05: May 10,2013
1:00-1:45 p.m.
United Flight 4507
2:26 p.m. Scheduled Departure Time
May 14, 2013

To Whom it may Concern:
I am writing to formally complain about the distressing, overly invasive and extensive pat-down performed on me by TSA employee (b)(6) ecently. This event took place on May 10,2013 at IAH Terminal B, at about 1:15 p.m. I do not believe that the exam I received could ever be described as a "pat-down." I was subjected to an invasive, aggressive search that even involved searching certain body cavities.

As I went through the security area in Terminal 8 at IAH, I informed the TSA agents that I had an implanted intrathecal pump that required me to avoid the scanners and the metal detector and that I required a pat-down. I was placed near a swinging half-door

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.

Advised Caller:
2013 6:32:3
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.

Disability Description: Caller states that he is 80 years old. He has a hip replacement.

Incident Details: Caller flew out of DCA on 6-12-13. Caller went through the checkpoint with no issues because he used the over 75 screening lanes.

Caller states that the next day he flew out of LGA. Caller states that he was told that he had to take his shoes off or he would then need to go through the WTMD. Caller states that he was subjected to a patdown due to his metal hip implant and ETD of his shoes.

2013 4:23:0 Caller states that he got about 10 steps and was told to come back to the checkpoint because he was required to come back and take his shoes off. Caller states that he was given the reason that he set the WTMD off. Caller states that he told the officer that he always sets the WTMD off due to his implant. The caller then explained what happened in DCA to the officer, who then became annoyed at the caller.

Caller does not want this forwarded to the CSM at LGA, as he feels that they will just brush it under the rug, because the officer that was being rude to him was supposedly a Supervisor there. Caller states that he will be completing his complaint with the DOJ against said officer.

Caller would not allow me to start or complete the disability complaint portion of the record.

I am a 73-year-old female with 2 knee replacements. As a result, when I fly, I always have to undergo a pat down. Sometimes, these are quite unpleasant, especially when I am banged between my legs - often twice - with the side of the examiner's hand. Sometimes, the examiner is very pleasant. I have sent - at least twice - perhaps more - favorable comments about such exams. I don't understand why all that is done to me is necessary, especially the explosive residue check. I'd prefer the former metal detector wand!

Despite my intensive dislike for these exams, I appreciate all you do for air travelers' security. That is why I am letting you know about the following.

On 12 June 2013 I was in line at the security check at Sky Harbor airport in Phoenix, Checkpoint 4. I was there early to catch a 9:55 a.m. flight. While waiting in a long line, with lots of people waiting in between the ribboned zigzag line, I saw a greenish suitcase on the floor at the beginning of the check system - where the bins are. As I got closer, the suitcase was still there. I reported it to a man in uniform (light blue shirt). He completely ignored me. I then walked to the walk-through screening device, losing my place in line, and told the TSA employee there. She reacted immediately, and called someone to come.
A male TSA employee came, picked up the suitcase, and put it over a partition behind the baggage belt. He took his time. I saw no indication that the abandoned suitcase was a cause for concern.

I learned that the employee in the light blue shirt was a "contractor." That apparently explained his lack of reaction. Shouldn't all employees in a crowded pre-security check area, when an abandoned suitcase is reported, either be required to react or
2013 9:30:4 to direct the reporting person to the appropriate personnel? Uniform colors are not well-known enough to me to be able to distinguish who is and who is not a TSA employee. That is probably true of other people going through security as well.

I can only laud the lady at the security gate for her quick response, but I was frankly appalled at the time it took for her to get a response to her call, and then the casual nature of the response.

Surely you have video you can use to check the accuracy of what I have described here.

Thank you for your attention to this matter. I do not need a reply from you. I hope, however, that you will do what is needed to see to it that an abandoned suitcase in a crowded -pre-security line is better handled - as a matter of course.

Thank you.

(b)(6)

I was very disturbed today to see the TSA agent manning the JFK Terminal 4 Pre-Check/Sky Priority desk at 3:35pm wave through the person ahead of me even though she didn't get the 3 beeps. I couldn't tell if he knew her her or just thought she was pretty. Either way, how can we be secure if this is happening. I mentioned to the lady who was standing at the metal detector and she just shrugged her head.

2013 5:14:0 (b)(6)

Sent from my iPhone 5

On 6/16/13 @ 6:15pm, my family and I were going through the Gate B security checkpoint at RIC airport. I was traveling with my husband, 7 year old, and infant. I was carrying our infant, and my husband was taking care of our 7 year old. The TSA agent told me to walk through the metal detector with the infant and then motioned for the 7 year old to go through too, stopping her father that was watching her and having him go through the scanner instead. This left me with the infant, 7 year old and our stuff on one side. As I try to get our infant back in his carseat, a TSA agent grabbed our stuff and moved it 30 yards from me and out of my sight...leaving it there unoccupied. I find this to be extremely unsafe and can't imagine it falls within protocol.

I ask for you to confirm what the protocol is, and for the RIC staff to receive more training to 1) not separate a child under 7 from their parent and 2) to not remove items and place them out of sight of the traveller.

2013 7:12:5 Thanks

(b)(6)

Flight: UA 5278

Sent from my iPhone

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.

2013 8:46:5 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.

Is there a reason that I needed to wait in line for more than 45 minutes this morning at TPA's American terminal's security? That only one body scanner and 1 metal detector were open (with the metal detector completely devoted to the priority line)? Are you people not able to add up flight information and determine how many lanes you will need open? Your average seventh grader could do that math.

2013 2:09:0 It's embarrassing to the country, but I suppose, government as usual.

I was in line to pass through security in Concourse C at LaGuardia Airport last Thursday, June 13th at about 11:30 am, when I witnessed something that will only serve to give the TSA a bad reputation. First, I should say that I am a frequent traveler and am a member of the Pre Check program (which I believe is one of the greatest inventions in the history of mankind) and I am very supportive of TSA's efforts to keep us all safe.

Concourse C has no Pre Check line and, as such, I was in line to go through regular security. Just before I got to the metal detector, an elderly woman was rolled up to the machine. She was obviously infirm and had a great deal of trouble standing on her own. She very much wanted to cooperate but it was clear she was physically unable to do so to the satisfaction of the TAS agent present. They asked her to stand and walk through the metal detector with a cane they provided for her (instead of the one she had with her) and asked her to walk through. It was almost too painful to watch. She could barely make it through, and in fact, had to be helped to stand and walk. She set of the alarm because of her belt and then had to walk through again....and then again after that. All of this is in slow motion as you can well imagine. In the meantime, the line started to back-up and the grumbling started. All for this could have been prevented if the agent had recognized the issue she had on her hands and had had the woman rolled through another gate, had asked her to stand and then wanded her. But common sense did not prevail that day and as a result, everyone in the back of the line felt put out by the fact that the line came to a complete stop.

2013 2:09:3 No one disputes the need to make sure the individual was checked, but the method used was not in keeping the practical needs of the situation. In the end, all that happened was that TSA looked a little silly forcing this elderly woman back and forth through the metal detector when it was pretty clear another way would have been much better for all involved.

Thank you.

(b)(6)

(b)(6)

Managing Director

(b)(6)

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:
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
2013 7:31:5 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.

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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.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 7:03:48 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/16/2013 10:00 AM Airline & Flight Number : UA 842 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) : (b)(6) Comment : I requested to "opt out" of the metal detector and was rudely asked repeatedly why I "I can't just go through; everyone else does?" After requesting to be hand searched four times, I asked to speak to a Supervisor and was told "I run things around here." I then said that I have the right not to go through the metal detector and was then told I have to wait. I then stood for an additional five minutes while the employee re-stated why I should 'just go through the metal detector'.

It's my opinion he attempted to make me as uncomfortable as possible during the search. The employee (b)(6) aggressively pressed rather than simply touching me as he was patting me down. I was further subjected to the employee (b)(6) derogatory demeanor that left me upset and scratched. Because of his rough handling of the pat down search, by pressing extra hard while rubbing his hand over the waist band firmly against my skin, it caused a red abrasion on my stomach from his
2013 8:20:2 gloves.

I am disappointed that better training isn't provided to employees. As such, I strongly suggest that this employee receive both anger management training and psychological testing before returning to active duty. Without further training, the flying public will be subjected and TSA liable, for this employee's physical and verbal abuse.
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 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
!013 10:51: 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) hat 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.
birds and screens them in a back room. This time they required him to take the birds through the metal detector.

Caller stated that these are baby parrots, and he will pursue the matter if anything happens to them.

Caller advised that (b)(6) a supervisor, was the only agent who gave the caller his name. Others also refused to allow him to take the birds into the back room as well, and compelled him to go through the metal detector. Usually, they allow caller to go through the metal detector while the screening supervisor takes the container-cage with the birds from him for screening in the back room.

I advised that I would pass the caller s information to the CSM for further action. I advised that I would recommend the CSM contact caller, but I could not promise that they would do so.

Caller expressed his dissatisfaction with this statement.

Could I tell him when he would be contacted?

No, I could not, as I did not want to provide incorrect information.

2013 3:06:3 Caller again expressed his dissatisfaction.

What should he do if the birds are affected?

I advised caller that I am neither an avian nor legal expert and would not be able to provide any information to him that would be of any use.

How does he get in touch with Delta?

Does he realize that he is talking to TSA?

Who would be in charge of screening?

TSA, but he may also want to pursue the matter with the airline as well.

Do I have a number for Delta?

No, I do not.

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
2013 4:18:5 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

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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

Dear sir or ma'am,

Recently I had the opportunity to contrast the performance of Italian airport security agents and that of the TSA. Sadly, TSA loses by a mile.
For example, I was in the security line at Fiumicino airport, a long line because of a large influx of passengers at that time. The security agents were quite patient and polite in getting people through the checkpoint. While I was waiting in line, a woman who had short time until her flight boarded brought that to the attention of security. Two agents escorted her through the line and ushered her to the front and expeditiously screened her, easing her way onto her flight.

In contrast, at the Philadelphia airport, going through another long security line to be rescreened after clearing immigration and customs, another woman had a short time until her flight departed. The TSA agent told her that she had to receive permission FROM EVERYONE ahead of her in the line to get through quicker, there WAS NOTHING HE COULD DO! At the same time, there were three or four agents standing around doing nothing but jawjacking (Thousands Standing Around!) at the checkpoint verifying boarding passes/tickets and ID. One of them could easily have helped this woman, who was forced by your lackeys to beg other passengers to allow her to pass through (which we did). It would seem the twit claiming there was nothing he could do didn't want to be bothered to do more than stand there with his thumb up his anterior orifice. Oh, he did smirk a bit when he claimed he couldn't do anything...

Since TSA was created, which was a major error by the government to begin with, I have become ever more convinced that hiring the minimum wage, low qualification 'rent-a-cops' who formerly performed airport security screening was simply stupid.
2013 9:03:1 Putting the same twits in a fancier uniform, giving them more power over the flying public, unionizing them and making them federal government employees just gives them a greater sense of entitlement and allows them to lord it over the public who is forced to put up with the ineffective screening hassles.
TSA has prevented, as far as I know, exactly zero airline terrorism incidents since the boondoggle agency was created. The attempted airliner explosions were stopped by alert passengers, aided by incompetent wanna-be bombers, not by TSA.

In my opinion, TSA has done nothing but cost the taxpayers billions of dollars and create another unnecessary government agency. We, the flying public certainly aren't safer for your presence or screening groping.
Far from it, we hate going through the process, but are forced to do so by bureaucrats who have exempted themselves from complying with the rules they impose on everyone else.

Oh, before I forget, the Italian security screening doesn't require one to remove shoes. Mine had to come off due to setting off the metal detector (steel shank in shoes). Maybe they know something about reducing unnecessary hassles that you could learn... They are certainly more efficient and helpful to the public.

sincerely,

(b)(6)

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.

2013 9:40:5

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.

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:

'013 11:35:

• 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.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/19/2013 12:30:30 PM Airport : PDX - Portland International Date/Time of Travel : 06/18/2013 Airline & Flight Number : Horizon Air 2563 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : PDX has both body scanners and metal detectors. My 13yo daughter who was flying alone didn't want to go through the scanner, and preferred the metal detector. A TSA agent told her no, she had no choice but to go through the scanner and didn't have an option. When went through earlier in the morning I had a choice of scanner or full body pat down and my husband was told to go through the metal detector. Is it PDX TSA policy to send women and girls through the scanner and only men get the option of the metal detector? Please advise. I'm extremely upset over how my daughter was treated!!!!! Not that I would be happy if I heard she had full body pat down either, but it seems suspiciously unfair and unethical.
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

2013 2:17:2

Caller stated that she was flying out of Denver International Airport and she was prompted to go through the WTMD. She was alarmed because there was metal in her clothing. Caller stated that when she was told that she was going to have to receive a patdown, she requested it to be in a private screening location. The TSO left the callers purse on the conveyor belt. Caller stated that she was concerned because it was at the end of the conveyor about 10 feet away from her. Caller was requesting to get her purse that way it s not left for someone to just take it and the TSO wouldn t let her get it nor would they get it for her. Caller was very upset and stated that she felt this incident could ve been handled differently.

2013 5:22:0

Advised caller:
I apologized to the caller that this was her experience. 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

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/19/2013 7:54:37 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/19/2013 6:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2 (Delta) TSA Employee: (If Known) :
Comment : The Precheck checkpoint wasn't open. When I asked why, I was told that "they close it down when there aren't enough staff." I counted 16 TSA employees in the checkpoint area, even though all passengers were being routed through a single full-body scanner. At least four of the TSA staff were just standing there the entire time I was in line. It only takes two people to keep the Precheck line open (1 on the X-ray, 1 past the metal detector). Clearly, insufficient staff was just an excuse for "can't be bothered and don't care about the traveling public." Precheck was a great start to bringing sanity back to our airport security. TSA shouldn't let the laziness of staff sabotage that effort.
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

2013 8:11:1

I am writing because I think that one of the airport security personnel has violated the law. I went through Newark airport yesterday 6/19/12 at 5:30 am, Terminal A screening. I am pregnant and I chose to opt out the metal detector. The lady there said "you will be fine, go there" and she pointed toward the metal detector machine. I passed the metal detector without any alarms but after that she asked me to swab my head cover.

I really felt this was not appropriate. First because she argued against my choice of opting out and second because she swiped my head cover.

Looking forward to hearing from you.

2013 8:25:0

Thanks

(b)(6)

(b)(6)
Pediatric Endocrinology Fellow

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:

2013 8:58:0

- 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.

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)

2013 4:21:4

---------- 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 resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Feedback Type : Complaint
Categories : Other
Current Date/Time : 6/20/2013 4:50:39 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 6/20/13 4:00 Airline & Flight Number : Southwest 375 Checkpoint/Area of Airport : B concourse TSA Employee: (If Known) : N/A
Comment : This is not really a complaint, but more of an inconsistency. For some reason at the FLL airport you are required to show your boarding pass as you pass through the metal detector, which is about 15 feet beyond where they just checked my boarding pass and ID. Seems like a big waste of time and energy, especially when I have to retrieve my boarding pass from my bag that has just gone through the X-ray. I do travel extensively for a living and this is the only place I can recall this being
2013 6:19:3 done. In fact, at JAX, they ask you to remove all paper from you pockets. Hummm. Guess like in golf, there are local rules at every facility.
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

My name is (b)(6) and I would like to provide feedback to you regarding a few of the TSA personnel stationed at the RDU airport.

I was traveling with my family (wife, 3 year old daughter, and infant son) from Raleigh to Providence, RI via SW Airlines on 18 June, 2013. Our flight originated @ 10:55AM.

First off, the gentleman who checked our boarding passes and ID was exceedingly professional and courteous. I cannot remember his name, but his service was noteworthy and my family appreciated his friendly demeanor.

After passing through metal detectors, my family was gathering our belongings and preparing to be on our way. As we were tying our shoes, my wife noted a small yellow prescription pill on the ground beside the conveyor belt. Because we have small children, we are especially cautious about them picking things up and putting items in their mouths. In a helpful way, my wife mentioned to the TSA officer nearby, "There's a pill on the ground. I'm not sure if you'd like to pick it up." This was her way of collaborating with TSA to ensure the safety of other travelers. The officer who heard her comment laughed and walked away. As he walked away, another officer (b)(6) appeared. Officer (b)(6) immediately escalated the situation by saying "Why don't you pick it up?! What you going to do if this was in yo [sic] house?" This struck me as not only unprofessional, but also confrontational. My wife and I were both aghast at being essentially yelled at in public, in front of our young children, who were equally appalled.

2013 8:20:1

While my wife explained to our 3 year old that the officer was clearly frustrated and that everything was okay, I said to officer (b)(6) "That was a little aggressive, don't you think?" She countered with, "How 'bout [sic] being assertive?!" While I don't understand her retort, the delivery was anything but warm and professional.

This interaction/scene was witnessed by countless other travelers, as well as TSA officials, NONE of whom came to our assistance whatsoever. In fact, when I approached the lead officers on duty (2 stationed at adjacent podium), they would not tell me office (b)(6) name, but rather tried to evade the question, presumably to protect their offensive co-worker. I finally was able to obtain an orange TSA Customer Comment Card from these officers, both of whom at least offered an "I'm sorry." and "We saw it.", but nothing more. No words at all to the effect of "That was waaaayy out of line", etc. In fact, I came away from the experience feeling like I was inconveniencing these officers by wanting to submit a comment.

I appreciate and applaud TSA's efforts to make traveling safer. It is sad to me that the administration's reputation was damaged by officer (b)(6) and the other officers who were complicit with her bullying of my family.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 6/21/2013 9:51:08 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/16/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Luckily I was not required to go through the radiation omitting body scanners; however, when I went through the metal detectors I passed but your ego driven TSA agent asked me to empty my pockets even though I wasn't carrying anything.
'013 12:02: He was on a power-trip and rude. I used to fly over 40 times a year and now I only take 5 - 6 flights directly because of TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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.

2013 3:14:4 Caller is wanting to speak with a supervisor.

Escalation Notes: (b)(6)
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.
I am sending a complaint as my boss (the senior ranking Command Sergeant Major of the Pacific Asia) and I were trying to get through airport security in dress uniform and were humiliated by TSA agents. We were told to take off parts of our uniform which is highly unprofessional. Then we had to be patted down extensively in front of all the people going through security.

Then I was made to go to a room where I was patted down in my genital region six times and all my property was swabbed for explosive material. I am a staff sergeant with over 12 years of service in the United States Army, a secret security clearance, and two tours to Iraq and Afghanistan. It is now a Policy when service members are traveling on orders that they wear their dress uniform unless coming from over seas.

The airport we were were searched in is El Paso international airport and the time was approximately 1115 am on 21 June 2013 near the B gate terminals. The TSA agents did not know the proper procedures when they sent my boss through the metal
2013 4:10:1 detector and he was told by another agent that it was the wrong procedure for him to go through the metal detector. He was moved through the scanner two times and was made to wait approximately 5-10 mins to get patted down. He has 33 years of service, a top secret clearance and has multiple tours to both Iraq and Afghanistan.

This is unacceptable behavior and highly unprofessional. We as Soldiers should not be treated this way and TSA agents should know proper procedures. There needs to be a change. We are Soldiers of the United States, and should not be treated this way.

Sir/Ma'am,

I'm (b)(6) an active duty Soldier traveling from El Paso TX to Honolulu HI. I and my Aide are traveling in dress uniform and have been treated other than service members to our country.

This began when the first set of screener's (both females) ran us through the metal detector even though they clearly seen us in dress uniform with awards and badges. Once the Alarm was set off they explained that we needed a pat down.

The second screener (male) began to explain me to begin to me that they should have never sent me through the metal detector and began to tell me to remove items from my uniform. I explained that this is a uniform and removal of items are not
2013 4:10:1 authorized. I also stated that my aide was through and wants photos of this search/pat down, his response was "I don't have time for this", my response was neither do I. He escorted be back out to began the entire process again? Meanwhile, my aide somehow and now both surprised that he suddenly tested positive for explosives and was taken to another room? Exactly at the time when he was reaching for his camera.

I have been proudly serving our country for the past 33 1/2 years and never have I been treated in such manner. Civilian travelers did take photographs with their phone and captured the entire event with one stating " this is embarrassing can't you see he is a Soldier in uniform serving our country".

I am not looking for an explanation or apology I am looking to get this fixed before more is added to the great TSA record it has become known for.

(b)(6)

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.

2013 8:28:0

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.

Date correction on pat down Opt out as it took place May 22 not June 22.

On Jun 22, 2013, at 6:44 AM (b)(6) wrote:

Dear TSAAdministrator,

I am a 68 year old female who flys a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

On May 22nd, 2013, we were flying out of Detroit, MI on a flight to Paris using. Delta
Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina , not once but each time she examined a leg facing front and facing back. This
2013 9:23:1 was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

Subsequently I have read that I can have someone else observe my pat down which I will do I the future. This female assist TSA agent was blond in her 50's and really was out of line. we are asked asked if you have any sensitive areas but isn't it a given that the vagina is sensitive. I have never had this happen to me before. I would appreciate a response to this.

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

Dear TSAAdministrator,

I am a 68 year old female who flys a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

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(b)(6)

Response Details: I gave the caller the email and postal address to file a complaint.

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

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

2013 1:31:5 Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

The passenger can walk through first with the dog following behind on its leash.
The dog can walk through first on its leash with the passenger following behind.
The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

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 how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog s belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

I emailed the caller the information.

I will be traveling on June 25, 2013 from Nashville to Dallas at 11:15 on American Airlines.
I wear 2 medically necessary devices that MUST NOT go through any Xray or millimeter wave technology under any circumstances according to manufacturer's EXPLICIT instructions.
My devices are a Medtronic Minimed insulin pump and a Dexcom G4 platinum transmitter,receiver and sensors.
I will be placing the receiver and sensor in a plastic bag PRIOR to walking through the metal detector which is the ONLY permitted device that will not destroy,impair or affect medically necessary computer functions on these devices.
In the past at MANY airports,both domestic and international, I have encountered poorly trained agents who really are unaware of the serious consequences of placing sensitive medical devices through various X-ray scanners,etc.
This has been well documented in the news and I reference a teen who had her insulin pump destroyed by an agent waiving her through the body scanner in Salt Lake City.
2013 1:38:3 It can be quite difficult as a physician to explain this to people who may not even have a high school diploma, and medical technology often moves at a quick pace so that non medical people do have difficulty with ever changing advances in medical devices.
I have offered in the past to be a resource to enable your organization as a consultant in order to stay current in how diabetes devices can be safely screened through security areas. I have had no reply but still offer my assistance in this area.
I am an academic physician at a top 20 medical school so I do have the ability to help.
Sincerely,
(b)(6)
Associate Professor of Clinical Anesthesiology Vanderbilt School of Medicine Nashville, Tennessee

To Whom It May Concern:

My name is (b)(6) from Mylan Pharmaceuticals and I would like to file a complaint for a loss Black Belt. The incident took place 6-21-13 at 11:50 am at LAS Airport. The Airline I was SouthWest and I was travelling from LAs Vegas to Denver to Pittsburgh. My flight # was 694 and my Conf.# was (b)(6)

Complaint Summary: I placed my belt in a bowl and sent in through the conveyor belt, at the same time, I went through the metal detector in Lane 3 @11:50. Once on the other side, all of my items were there but my belt. I spoke with STSO (b)(6) (b)(6) who further looked for the belt and could not find it. She stated that somebody may have picked up the wrong belt and suggested that I file a claim to be reimbursed for my belt. The belt was worth $100.00.

As I mentioned before, y name is (b)(6) I was travelling on 6-21-13 on South West Airlines on Flight 694. You can contact me at 412-296-3695. Thanks for your assistance.

Thanks,

2013 3:13:0

(b)(6)

(b)(6)

Remote Client IP: (b)(6)
Date Time: 6/23/2013 8:19:14 PM

Name (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK Airport, June 20th, 2013, Terminal "C" security
Comments:On June 20th, 2013, we, my husband and 11 year old daughter, arrived at JFK on a Delta flight from Heathrow. We went to terminal "C" to make our connection to our final destination, Cleveland, Ohio. The incident that is the subject of my complaint took place at around 2:30PM.

My family approached security with my daughter in line first, followed by myself and then my husband. After placing our baggage and personal belongings on the belt, my daughter approached the metal detector. The agent, (b)(6) looked at me and asked me how old she was since she did not have her shoes off. I had instructed her, per your posted policy, that she could leave her shoes on. (b)(6) was rude and curt from the very beginning of our interaction. When I told her she was 11, he rolled his eyes in disbelief but waved her through. The next thing I knew she was taking her shoes off. When I asked him why, he stated that her shoes were making the metal detector go off. He was outwardly perturbed and raised his voice and had a rude tone when he was speaking to me. During this exchange I was qeued up to go into the metal detector following my daughter. After my daughter cleared the metal detector (b)(6) waved through 3 young children and their mother from the converging line. At this time my daughter was on the other side unaccompanied and out of my sight. I asked (b)(6) if he was going to tell me where to go as there were two metal detectors available. He told me to lose the attitude and that if I didn't he'd make me go through the other metal detector (the newer style,) to which I replied I don't care. He still didn't wave me through and I posed the question again about when was he going to instruct me where to go. He finally instructed me to go through the newer model. Keep in mind that there was a 30 minute back up to get through security.

2013 8:38:0

The way that the two detectors were set up, the newer model to the right and farther back, I had to walk past (b)(6) to get to the metal detector. As I passed him, he said, "bitch." This was heard by my husband who was qeued up to go through the metal detector next. I spun around and said, "you called me bitch." He said no he didn't.

At this time I asked for his supervisor at which time LTSO (b)(came forward and asked what the issue was. I told him what happened. He told me that this was not the first time they had these issues with (b)(6) I asked to speak to LTSO's supervisor. At this point LTSO (b)(waved over a woman dressed in a suit. She asked what happened and seemed generally disinterested in the issue. She called over (b)(6) and asked me to repeat my story in front of him and of course he denied calling me a bitch. I asked LTSO (b)(6 how I should persue my complaint and he told me to log the complaint through this website.

After some research, not only is there an issue with how (b)(6) treated me, I understand that by unnecessarily separating my daughter from me like he did, he violated your own policy. By the way, when I was finally able to reach my daughter she was upset and crying as she was left on the other end of the security line trying to figure out what was happening and how to deal with our belongings that were piling up at the end of the conveyor.

My expectations are that I will recieve a prompt response specific to my complaint about how this issue was handled.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/23/2013 6:47:15 PM Airport : BHM - Birmingham-Shuttlesworth International Date/Time of Travel : 06/23/2013 11:30 AM Airline & Flight Number : southwest 1757 Checkpoint/Area of Airport : screening checkpoint TSA Employee: (If Known) :
Comment : I was traveling today with my wife and 4 year old son. When we approached the metal director, we were notified by the TSA representative that my son, again 4 years old, was randomly selected for a random security screening. I asked, before anything was done, what he would be required to do. All the TSA rep said was "additional screening". I told them I did not want him out of my sight but i was held back at the metal detector and he had to go with my wife.

2013 8:38:5

I understand that you randomly select people for screening but when they see it is a 4 year old child, don't you think the dumb shits should allow a manual override and let him go?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 6/24/2013 9:52:20 PM Airport : TVC - Cherry Capital Date/Time of Travel : 06/24/2013 11:00 AM Airline & Flight Number : Delta 3705 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The TSA staff at TVC Cherry Capital must undergo updated training about proper screening procedures for breastmilk, which is classified as a medically necessary liquid by TSA's own policies.

On June 24th I was traveling with my husband and 11 month old daughter. I alerted the TSA officer at the security checkpoint that I had bottles of breastmilk. When I had traveled previously from/to Denver and Austin, the guards took the milk around the X Ray device to engage in a separate screening, since x rays damage breastmilk. Today, however, the officer running the primary scanning machine (an older woman with gray hair) told us that it had to be x rayed. We disagreed and pointed to TSA's own policies. She said that if we didn't x ray it, we would have to have ALL of our luggage examined (not just the breastmilk, which was standard procedure in the other airports) and that I would have to go through a pat down (even though I did go through the metal detector, and TSA policy states that pat downs are only necessary when a passenger opts out of the imaging technology or metal detectors).

To expedite our travels (and since the TSA guard would not budge), my husband and I agreed to let them search all bags as long as they did not X-ray the breastmilk. I also agreed to undergo a pat down since the screener insisted that it was necessary since the milk wasn't x rayed.

It was not necessary for me to be subjected to a through pat down, especially since I was carrying the baby on me. In every other airport, we were simply given a hand test (swab?) when carrying the baby, but the screener made me move the baby, who became agitated. This is an unwarranted invasion of personal privacy.

:013 10:09:

We also asked for the supervisor. The supervisor was an older male. My husband told the supervisor his staff needs to re read breastmilk guidelines. The supervisor became defensive and insisted they were "fully trained on all SOPs". The supervisor refused to explain said procedures (such as the need for a pat down when not using x ray), but he did (thankfully) correct staff that any bag that went through the X-ray did not need to be searched. The screener did insist on searching through diaper bag even though all bags had successfully passed through X-ray. My husband asked another older female screener for the business card of supervisor, and was told that the older gentleman was the supervisor. We were never given his name, though we requested it.

The supervisor then called for security, which was not needed since all my husband was asking for was supervisors name. This escalation was not needed and made the situation more tense. Clearly he did not like the fact that my husband questioned him and was overly defensive of the situation.

I recommend entire TVC staff gets training on handling of breastmilk, breast pumps and other child safety issues. This is a tourist destination airport and I am concerned for other families traveling here as staff is clearly not trained for these situations.

The TSA clearly has a poor public reputation (and pending lawsuit) stemming from improper execution of TSA policies regarding breastmilk. It was shocking that there were at least six staff at the TVC airport who were NOT properly trained (or were afraid to confront the supervisor) on these matters.
Would you like a response? : True
Passenger's Name (b)(6)

-----Original Message-----
From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]
Sent: Tuesday, June 25, 2013 11:27 PM
To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov
Cc: TSA-ContactCenter@dhs.gov
Subject: Got Feedback : PHL - Philadelphia International

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/25/2013 11:26:46 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/23/2013 8:15 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2013 4:06:5 Comment : I recently traveled out of Philadelphia with my husband, 3-year old and 10-month old. Prior to traveling to the airport I checked the travel policies regarding travel with children and infants on the airport and TSA websites. I packed juice boxes and unopened pouches of baby food for the flight and placed them in a clear Ziplock bag, and alerted security to this prior to going through the metal detector. While packing things up (and trying to contain my 3-year old and 10 month old) I was informed that anyone traveling with a liquid of any kind, including juice boxes, greater then 3 oz was subject to a full pat-down and manual inspection of all baggage. I asked twice to clarify, as I have not had this experience in the past and the TSA website did not indicate anything about this policy. The TSA agent said that only one person needed to receive a pat down and that we could pick which one of us was pat down but that our bags would need to be hand inspected as well. My husband then was pat down while I tried to keep my children calm at the checkpoint. If I had been traveling alone, there is no way I would have been able to receive a patdown at security and contain my small children at the same time unless we went to an enclosed area. I found the entire experience to be very odd, and would like to clarify if this is indeed the policy. If so, it should be recommended that parents not travel with juice, as I certainly never would have brought it if I knew it would be such a hassle. If this is truly the policy for individuals traveling with small children, I will clarify with all of my friends and family not to travel with juice boxes. If it is not the policy, I would greatly appreciate if you provide additional education to the TSA agents in the Philadelphia Airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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 MATT BURNS

!013 11:36: 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.

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Caller did not wish to pursue a civil rights or liberties complaint.

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.

2013 5:37:3 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.
Time- approx 8:30 am
Airport - CVG
Area- security line
TSA Employee (b)(6)

An unfortunate incident occurred this morning that was clearly preventable. TSA Agent (b)(6) directed my son through a metal detector after I repeatedly requested a pat down. Because I used the word "x-ray" versus "metal detector" he refused to listen any further as to why my son should receive a pat down. Regardless of the reason why... It is my understanding that if I request a pat down, my son should receive a pat down. As a result, Agent (b)(6) has needlessly subjected my son to a shunt malfunction (my son has a programmable shunt that has a magnet controlling the valve)

I am going to first state the facts as to what occurred on 6/27/13 at approximately 8:30am and then I will summarize:

Facts:
1). When my son and I finished taking off our shoes in the security line we found ourselves in the body scan line 2). I reached out to TSA Agent (b)(6) and told him my son needed a pat down - he cannot go through the scanning.
3). Agent (b)(6) directed my son and I to follow him towards the metal detector to which I replied he cannot go through the "x-ray". - he needs to be patted down 4). Agent (b)(6) got very firm in his tone and again directed both of us to follow him towards the metal detector. Agent (b)(6) repeatedly stated that TSA has not used x-ray for sometime.
2013 6:03:4 5). While moving towards the metal detector I repeatedly tried to explain that my son has a shunt with a magnetic valve and he "cannot go through this machine".
6). Agent (b)(6) was agitated and directed an older gentleman on the other side of the metal detector to take my son through.....I asked if this machine is turned off - no one answered me and they directed my son through the metal detector.
7). At this point the machine beeped and I turned to agent (b)(6) and asked him why he was so disrespectful and why would he not listen to me.
8). Agent (b)(6) then told me that I said he could not go through x-ray and this was not an x-ray.

To the best of my ability, this states the sequential facts of what occurred. On the surface, this might appear to be a simple misunderstanding and perhaps questionable customer service. In reality, Agent (b)(6) had an attitude from the moment I engaged him and asked for a pat down. In my opinion, Agent (b)(6) was disrespectful and arrogant. At no time did he stop to listen to my concerns. Agent (b)(6) is going to stick to his position that I indicated my son could not go through x-ray - which is true I did make that statement. However, that does not negate the fact that I originally requested a pat down for my son and I insisted that he not go through the metal detector. Agent (b)(6) heard me reference x-ray and that was the end of the story - he quit listening and frankly tried to make a point that my concerns were unwarranted.

I can only assume that Agent (b)(6) went about his job the rest of today without regard to the impact that he had on my son and our family. But, the reality is that his arrogance and disrespect needlessly subjected my son to a potential life threatening situation. I am not being overly dramatic here - google the impact of subjecting a programmable shunt to a metal detector - if the valve moves, the result can be critical. When we arrived in Tampa we contacted our sons Neurosurgeon who at this point wants us to closely monitor his behavior and if we seen any changes go straight to the ER....what a way to enjoy vacation... And why? Because agent (b)(6) was in to big of a hurry to exert his power and and act as if he knows more than the customer - what a shame!

In speaking with the supervisor after the incident I was instructed that in the future I should absolutely refuse to go through the metal detector.... Honestly, I never felt that completely disregarding a TSA Agents direction was an option....

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) :
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
:013 12:05: 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

From: (b)(6)
Sent: Friday, June 28, 2013 1:02 PM
To: TSAExternalCompliance; Natasha Sparks
Subject: Complaint

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

(fill in what you can)

Name (b)(6)

2013 2:05:5 Phone #: Cell: (b)(6) Home: N/A Work: N/A

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

Mailing Address: (b)(6) Cary, NC 27519

Email: HYPERLIN (b)(6)

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

name and contact information: Not at this time, but seriously considering it.

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

I live in Dallas and use DFW frequently but also travel to a number of airports. Although I am cleared for Pre-Check, I have a surgical implant in my knee that sets off the ancient metal detectors. When can we expect to see body scanners replace metal detectors at the Pre-Check checkpoints, specifically at DFW? Going through a secondary pat-down defeats the purpose of Pre-Check.

2013 1:08:1 thanks, (b)(6)

The callers daughter flew from RDU to Houston. The caller dropped his daughter off before 5:45 am to catch a flight with Southwest airlines. She checked her bag curbside. The caller states that the TSA agents at the checkpoint forced his daughter to go through the metal detector after she told them she had a pacemaker. She also showed them her Pacemaker card. After screening she complained of being light headed. The caller was very upset about this. The caller was unsure as to whether his daughter went through the WTMD or AIT. He did not feel that she was discriminated against or anything of that nature, just that the officers would not listen to her.

I advised the caller to have his daughter call us to give us more details. I apologized to the caller and told him I would forward this information to the CSM if we havent heard from her by the end of the shift. She is on her way to Houston now. I went over the procedures for a pacemaker with the caller. I provided the EID to the caller.

2013 1:44:0 If a passenger has an internal medical device, such as a pacemaker or a defibrillator, it is important for him or her to inform the officer conducting his or her screening before the screening process begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.

Passengers who have internal medical devices should not be screened by a metal detector and should instead request to be screened by imaging technology or a patdown. While TSA has no evidence that screening by imaging technology will affect such devices, passengers with concerns should contact their physicians.

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Hi,
I wear a hat, not a ball cap, when I go through security I am made to put my hat in the tray that goes through the ax ray. In the past I had hat damaged or dirtied. Why can I not go through the metal detector with the hat in my hand. If I have to go through the x ray, then why can I not hand the hat to some one to check, if I could not wear it in the ax ray. Both of these options I have been denied, why? Who pays for damage done to property in the screening process? No one would tell me why. On two separate times that I asked why I could not do one of the above. The reply was "don't give me any attitude." There was no "attitude" it was a question. Then I was told to move along and " don't say another word".

This is asked because I have seen on several times in different airport, the last being in just the last 10 days. Females with headscarf's and men with different head wraps, not being required to remove them for checking. They just go through the ax ray or metal detector. I have not seen anyone even touch the head wear to see if any thing is in it or to question them. They just go through the machine, pick up their stuff if they had any and go on.

2013 3:04:5 When I questioned this I was told by airport TSA, that it is a religious issue and they could not be asked to remove it or have it checked. This does not make sense. It is a safety matter and not a religious one. What says that just because they say it religious means that they will not try to bring something on board. I suppose if some religion decides to carry a belt knife then they will be allowed? The rules/requirements should be the same for all in this matter and if they do not want to follow them then they should not be allowed to get on a plane. Either do the job the same for everyone or don't do it at all.

I know you have a tough job and people do nothing but complain. Thank you for the work you do and the attitude of the TSA workers for the most part has improved but there are still some who act like they are Gods and the people are nothing but cattle to be herded around.

Thank You,

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.

2013 4:56:5

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.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/30/2013 11:27:58 PM Airport : HPN - Westchester County Date/Time of Travel : 06/30/2013 11:00 AM Airline & Flight Number : Jet Blue 395 Checkpoint/Area of Airport : Only security area at airport terminal TSA Employee: (If Known) : Station Manager Comment : I am a Pilot for CitationAir and was on duty and traveling in full uniform from our main headquarters city to our training base in Orlando, FL. When entering the security screening area I was asked for additional ID other than my Airline ID and complied with my drivers license. I was then asked if I was going to use the full body scanner or going to opt-out; which I have never been asked in the years of the TSA's existence. I asked the TSA agent what was going on, and she said the supervisor at the HPN airport considers Flight Crewmembers of non-scheduled airlines to not be Crewmembers at all. Then I was completely discriminated against, even denied the ability to walk through the regular metal detector type scanner (even though I did it anyway) and then given a complete hand/body pat-down, all while showing them my Airline ID badge that clearly has my TSA Compliant CHRC and Air Carrier ID number. My bags were searched even after going through the x-ray scan and my water's, toothpaste, and hair spray were all confiscated. I literally travel on-duty on the airlines several times a month and have never, ever been given this type of search anywhere else than here and today. My First Officer who was traveling with me was also subjected to the same truly overwhelming search. This was absurd. As a Flight Crewmember, in uniform and on duty being subjected to this search, even after passing through the metal detector and not setting anything off, smacks of a deliberate attempt to intimidate. Whomever is managing this station should be fired. Not only is what happened to myself and my First Officer a complete
!013 8:03:3 waste of time and TSA's resources, I feel it was a sick, deliberate attempt to show some authority where none is truly deserved. In fact, I am so sure this is happening to Flight Crews traveling on duty with airline tickets that I am going to request media attention from people I know in the NYC media market to film this happening and show what an complete idiot you have running this station. The only positive thing I have to say about this experience is that the TSA agents working the security checkpoint seemed genuinely apologetic for having to do this screening and continuously repeated they were doing it because they had to because the supervisor demanded it. Well, I am demanding this supervisor be fired. They have gone completely rogue. Conduct your own investigation and ask the agents on duty if they are constantly giving Crewmembers who are traveling on duty the same treatment I received today, and you will find out exactly what I am talking about. Either that, or you can wait and watch it on the evening news.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew 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:

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
!013 8:56:1 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.

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I hear several stories and some that make the press of individuals losing valuables as they go through screening including laptops, iPad's, cell phones, etc. including what I am sure are other individuals being screened as well as your own TSA staff that have made the press.

The physical screening process was fine. It's the separation of my eyes and my belongings while going through screening to prevent any theft situation from occurring that gave me great discomfort and quite honestly a moment of panic.

Here is how your process happened in my case

I entered one of the two available screening lines - the one with the metal detector as the line looked shorter. My belongings when into the x-ray that I would consider was for the metal detector line however I was directed to the body scanner. It's at this point I noted my belongings had already been through the x-ray available for anyone to grab while their were still two individuals in front of me to go through the scanner in addition to myself.

While not a long period of time, I was unable to keep an eye on my belongings while I was facing the required postion for the body scanner. I know working in a school district and students that it's just a matter of seconds leaving items unattended that they can disappear.

!013 2:14:4 While I do not fly often I would strongly encourage changing the method in your screening area so individuals can better watch over their belongings as they go through the process. In looking back, something as simple as doing the "random selection" prior to everyone preparing their items for scanning in the x-ray machine would seem an adequate solution. In the San Antonio case, I would have been able to do the body scan as requested AND kept a watchful eye on my laptop, iPad and iPhone as they exited the x-ray machine. It seems to me that with today's technology that there should be some type of 1:1 solution to best keep passengers and belongings together during the screening process aside from the items going through the actual x-ray machine of course.

I do not know the ultimate solution to enable individuals being screened to go through this but I would hope you look at the situation as I have described and come up with better systems in the screening area so that we can have peace of mind knowing we can as much as possible keep the watchful eye over our belongings through the screening process.

Thank you from a concerned citizen,

(b)(6)

Cut Bank MT 59427

(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 7/1/2013 11:36:18 PM

!013 8:27:4 Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Virgin America Flight vx 205 leaving from Chicago O'Hare to SFO on June 22, 2013
Comments: (b)(6) at O'Hare was extremely rude and disrespectful. I requested a pat down instead of full body screening. My family (with a toddler) went through the metal detector and I was left waiting for 15 minutes. I asked to speak to the supervisor and (b)(6) appeared. He said I'd just have to wait and implied it was my fault for not wanting the full body screen. When I finally had a female officer help me, he proceeded to tell me why he was right and I was wrong and he started to lecture me on how professional he was being. I asked him to stop talking to me as I had to join my family and catch a flight, but he kept talking at me. In addition, I witnessed TSA officers take away baby food from another family. That family was so upset that they gave me their contact information and asked me to pass on their experience as well.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/2/2013 6:52:59 AM Airport : EWR - Newark International Date/Time of Travel : 07/02/2013 7:00 AM Airline & Flight Number : United 5800 Checkpoint/Area of Airport : Terminal A gate 23 TSA Employee: (If Known) (b)(6) Comment : I wear an insulin pump (b)(6) was directing traffic through a scanner line and a metal detector arbitrarily. I asked to go through the medical detector as my device is not permitted through. I was told to get in the scanner line and that they have a medical detector. I tried to explain to him yet again and he wouldn't hear it. I then proceeded to the belt and when I got up to the metal detector I was told I couldn't go through and literally had to undress myself to get the device disconnected and the hose unplugged. I then have to go to the restroom undress completely to re-attach the device. I really don't understand why the difficulty which seems to be limited to this terminal as I never have
!013 8:28:1 the issue at terminal C. I also identified myself as a TSA Pre flyer as I travel multiple times per week. When I asked to see a supervisor I was told he was the ranking person hence the complaint. Staff here really needs to understand that sometimes people should be listened to. I count on their protection and diligence and do appreciate their service.
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 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.

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
!013 9:18:4 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)

Response Details: Advised caller that when traveling with a service animal you have to remain in possession of the service animal at all times and the service animal has to go through the WTMD. This means she has to use this as well. Anytime and alarm sounds a TSA agent has to conduct a full patdown. Advised caller that she could request a private screening at any time.

If she feels she has been discriminated based on her disability and race, her complaints have to be put in writing to be formal. Advised I could e-mail the instructions for making these complaints formal. Advised caller that since she does not have internet, I would have to read these to her.

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.

:013 2:01:1 In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

If you prefer to file a complaint via postal mail, please send it to

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

Transferred call to MB

The caller basically repeated the same story as below and would not allow me to interrupt her. The caller repeated referred to herself as a disabled white woman. She stated that the officers more or less did not reassure her before the patdown began and that they glared at her. She believed that the passengers were discrminating against her because they staring at her because she had a pat down. The caller stated that she had done a lot of research in regards to getting a pat down and she stated that TSA was doing pat downs wrong. She stated that she felt that she was raped in regards to the patdown and she feels that the officers, who were African American, glared at her because she was white. She stated that she feels that she was